

**Office of the Electricity Ombudsman**

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act, 2003)

**B-53, Paschimi Marg, Vasant Vihar, New Delhi – 110 057**

(Phone No.: 32506011, Fax No.26141205)

**Appeal No. F. ELECT/Ombudsman/2013/580**

Appeal against the Order dated 25.06.2013 passed by CGRF—  
TPDDL in CG.No.5069/03/13/MTN.

In the matter of:

Shri S. K. Bassi

- Appellant

Versus

M/s Tata Power Delhi Distribution Ltd. - Respondent

Present:-

Appellant : Shri S. K. Bassi was present in person.

Respondent : Shri Vivek, Sr. Manager (Legal) and Shri Rajesh  
Kumar Gupta, Officer, attended on behalf of the  
TPDDL.

Date of Hearing: 15.10.2013, 30.10.2013

Date of Order : 31.10.2013

**ORDER NO. OMBUDSMAN/2013/580**

The complainant, Shri S.K. Bassi, had approached the Consumer Grievance Redressal Forum – Tata Power Delhi Distribution Ltd. (CGRF-TPDDL) regarding denial of a new connection, which was applied on 28.05.2012 in the name of his wife Smt. Shobha Bassi, by the TPDDL (DISCOM) on the ground that outstanding dues of other connections at the same premises were found. Subsequently, by order of the CGRF, the outstanding dues were removed as they were not found connected with the premises where the new connection was being sought.

The CGRF order found in favour of the complainant and the connection was ordered to be released in his favour. The dues of one of the connections bearing CA No.60014098531 in the name of Shri Vinay Kumar, the brother of the complainant, which the complainant was willing to pay, was also corrected and a revised bill of Rs.12,952/- was issued. The complainant has deposited this amount and is now claiming compensation for the delays and the harassment that occurred in the meanwhile. In addition the connection no.60014098531 of Shri Vinay Kumar was disconnected on 13.10.2002 while the meter was removed on 28.10.2002. The billing should, therefore, be only till the date of disconnection i.e. 13.10.2002 and not till 28.10.2002, as noted erroneously by the CGRF in its order. This correction may be carried out by the DISCOM.

Regarding the issue of compensation, it is noted that the dues were either shown as mistakenly outstanding on the connection of the complainant or were indicated at a much higher amount than what the CGRF ultimately accepted. The entire process took a long time from 28.05.2012 till the orders were passed by the CGRF on 25.06.2013. He had to engage legal assistance as well as make numerous visits to follow-up his case which resulted in inconvenience, expenditure and harassment due to no fault of his own. Under the circumstances, an amount of Rs.10,000/- is appropriate to be given as compensation. The case is accordingly closed.

  
(PRADEEP SINGH)  
Ombudsman

  
October, 2013