# 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/2014/613**

Appeal against the Order dated 15.10.2013 passed by CGRF–TPDDL in CG.No.5417/08/13/MGP.

In the matter of:

Shri Rakesh - Appellant

Versus

M/s Tata Power Delhi Distribution Ltd. - Respondent

Present:-

Appellant: Shri Rakesh was present in person.

Respondent: Shri Vivek, Sr. Manager (Legal) and Shri Ritesh Niranjan (Manager) attended on behalf of the TPDDL.

Date of Hearing: 10.06.2014

Date of Order : 16.06.2014

ORDER NO. OMBUDSMAN/2014/613

The complainant, Shri Rakesh, R/o A-18, Prem Nagar, Part-1, Kirari, Delhi-110086, has filed an appeal against the Consumer Grievance Redressal Forum – Tata Power Delhi Distribution Ltd. (CGRF-TPDDL) dated 15.10.2013 on the ground that compensation for harassment was very less.

Both the parties were heard. It is seen that the complainant is not the effective party before the CGRF but a manager of the premises. He is not fully entitled to appeal.

However, even on merits, no case is made out for further relief as the disconnection resulted from non-clearance of 'arrears'. Since, the complainant was a habitual late payer, as seen from the statement filed by the DISCOM, and used to clear his arrears at the last minute, no disconnection resulted on the previous 20 odd occasions. This time lack of clearance of arrears resulted in automatic disconnection, which was consequently self induced.

The CGRF has compensated him partly and this appears to be enough and no enhancement is called for. The order of the CGRF is upheld.

The appeal is, therefore, dismissed.

**(PRADEEP SINGH)**
**Ombudsman**
**16th June, 2014**