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Office of 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/2006/65

Appeal against Order dated 22.12.2005 passed by CGRF – BRPL on Complaint No.: CG/136/05/F1/2055 (K.No. 2520G3162174).

In the matter of:

Shri Gurmeet Singh - Appellant

Versus

M/s BSES Rajdhani Power Ltd - Respondent

Present:-

Appellant Shri Gurmeet Singh

Respondent Shri Dinesh Ranjan, Business Manager, District– Saket
Shri Shriram Tripathi , Commercial Officer on behalf of BRPL.

Date of Hearing : 23.06.2006, 30.06.2006 & 5.7.2006

Date of Order : 10.07.2006

ORDER NO. OMBUDSMAN/2006/65

The Appellant has electricity connection No. 2520G3162174 installed at his residence at F-130, W5A, Sainik Farms, New Delhi which was energized in the year 1981-82. The Appellant filed an appeal before CGRF that in the month of May, 2004, he received a bill of Rs.52,576/- raised by the DISCOM on account of faulty meter. The Business Manager informed that the faulty meter was replaced on 21.9.2004 by an electronic meter. The assessment bill for the defective meter was raised as under:

Defective period 1.3.2004 to 21.9.2004, taking the base period as follows:

Base period (I) 5-8-2003 to 2.6.2004 and
Base period (II) 21.9.2004 to 15.2.2005

After assessment a debit of Rs.24,637/- was raised and a credit of Rs.19,973/- was given to the consumer. It was further stated by the Business Manager that the net payable amount by the consumer as on 17.2.2005 was Rs.88,234/- which was increased to Rs.91,673/- inclusive of current demand and LPSC upto June 2005.

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The CGRF vide its order dated 27.07.2005 directed that the defective period be taken as 1.3.2004 to 21.9.2004 as was held by the Business Manager but it changed the base period as follows:

Base period I	01.9.2003 to 01.3.2004
Base period II	21.9.2004 to 21.3.2005

The CGRF also ordered that credit may be given for the payments already made by the Appellant and a final bill may be raised.

Subsequently on request of the Business Manager that proper consumption pattern is not available for the specific base periods as ordered by the CGRF, the CGRF vide its order dated 22.12.05 ordered the base period as under;

Base period I	November 2002 to 3.4.03
Base period II	21.09.04 to 03.03.05

The CGRF also ordered the defective period to be taken as 03.04.03 to 21.09.04.

Not satisfied with the CGRF order, the Appellant filed an appeal before Electricity Ombudsman and stated that its meter was working well till April 2004 and the CGRF ignored this fact and treated the entire period as faulty.

After scrutiny of the CGRF records, the contents of the appeal and submissions made by both the parties, the case was fixed for hearing on 23.6.2006.

The Appellant attended the hearing in person. Shri Shriram Tripathi, Commercial Officer and Shri Dinesh Ranjan, Business Manager, District - Saket attended on behalf of the DISCOM. The case was discussed. The consumption pattern of the Appellant indicates that meter reading of the old meter was available upto 26.4.2004 at a reading of 33049. The same reading of 33049 was found on 27.5.2004 thereby showing that the meter got faulty after 26.4.2004. The meter checking report also shows that the meter got faulty and therefore it was replaced on 21.9.2004. After perusal of the consumption pattern and the readings available, it is ordered that the defective period should be 26.4.2004 to 21.9.2004. The base period for making the assessment will be as under:

Base period I	02.9.2003 to 26.4.2004 and
Base period II	21.9.2004 to 30.3.2005

The Business Manager was asked to submit the calculations by 30.6.2006.

Business Manager has submitted the details on 5.7.2006 and after taking into consideration the payments made, the net amount payable upto 27.5.2006 comes to Rs.55981.49p. The appellant is directed to pay the amount by the due date on receipt of the demand note from the Distcom.

The order of CGRF-BRPL is modified to the extent above.

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(Asha Mehra)
Ombudsman