

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/2014/656

Appeal against the Order dated 20.08.2014 passed by the CGRF—
TPDDL in CG.No.5967/06/14/RHN.

In the matter of:

Smt. Kanta Goel

- Appellant

Versus

M/s Tata Power Delhi Distribution Ltd. - Respondent

Present:-

**Appellant: Shri Gopal Kishan attended on behalf of the
appellant.**

**Respondent: Shri Vivek, Sr. Manager (Legal) and Shri Kumar
Suraj, Legal Retainer, attended on behalf of the
TPDDL.**

Date of Hearing : 05.11.2014

Date of Order : 10.11.2014

ORDER NO. OMBUDSMAN/2014/656

This is an appeal filed by Smt. Kanta Goel, R/o E-2/152, Sector – 16, Rohini, Delhi – 110085 against the order of the Consumer Grievance Redressal Forum (CGRF) dated 20th August, 2014 allowing her plea for refund of service line charges deposited with the Tata Power Delhi Distribution Ltd. (TPDDL) in 2002 for enhancement of load from 1 KW to 4 KW against connection bearing CA No.60005515600. The CGRF had allowed the refund but had not passed any orders on interest to be paid to the appellant.

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A hearing was held on 05.11.2014 and both the sides were heard. It appears that an amount of Rs.5,705/- was paid in 2002 towards the above but no formalities relating to enhancement of load from 1 KW to 4 KW were completed. The DISCOM contends that the updating of the records could not be done although the enhancement of load was carried out. The facts remain that the only indication available to the consumer for enhancement of load would have been either an intimation in writing or entries in the bill. Neither of these were done. Since the physical infrastructure did not have to be upgraded for the purpose the consumer was unaware of any such upgradation and applied for a refund in 2013 on the ground of nothing having been done. The CGRF has allowed the refund which has now been paid.

The remaining issue of interest can be resolved by deeming that the date on which the action was finally taken in 2013 is the date from which her application of 2002 was finally implemented. Hence, an amount of Rs.5,705/- remained unutilized with the DISCOM from 2002 to 2013 and on this they must pay simple interest of 6 % till the date of action in 2013. The accumulated amount may be debited for the refund already made, as per CGRF order. The security deposit to be paid by the consumer as in 2013 may also be adjusted in this amount and refund, if any, be made within 21 days.

The appeal is accepted and the case is closed.


(PRADEEP SINGH)
Ombudsman

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