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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/2006/68

Appeal against Order dated 02.01.2006 passed by CGRF – BRPL on Complaint No.: CG/35/251/2005 (K.No. 2540 C601 0054 and 2540 C601 0102)

In the matter of:

Shri D.R. Bajaj - Appellant

Versus

M/s BSES Rajdhani Power Ltd - Respondent

Present:-

Appellant Shri D.R. Bajaj

Respondent Shri A.K. Tyagi, Business Manager, Nizamuddin
Shri Rajesh Bansal, Chief Manager (Meters) on behalf of BRPL

Date of Hearing: 04.10.2006

Date of Order : 19.10.2006

ORDER NO. OMBUDSMAN/2006/68

The appeal dated 28.02.2006 filed by Shri D.R. Bajaj against CGRF's order dated 2.1.06 is regarding electricity connection at his premises at A-167, Defence Colony, New Delhi-110024.

The delay in submission of appeal is condoned considering the reason stated by the appellant.

After scrutiny of the contents of appeal, and the appellant's records from CGRF, certain queries were raised on 23.3.06 which the DISCOM was expected to reply by 5.4.06. After reminders dated 7.4.06 and 21.4.06 the reply was received on 26.4.06 and the case was fixed for hearing.

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Subsequently however it was learnt that the appellant had been hospitalized and the next date may be given after he has recovered. The appellant vide his letter dated 17.7.06 informed that he had met with an accident and is bed ridden. In August 2006, he asked for a date sometime in September 2006.

The case was fixed for hearing on 4.10.06. It is stated in the appeal, that on 10.05.05 the DISCOM replaced the appellant's existing 3 electro-mechanical meters with electronic meters. The appellant who is an Assistant Director General (Retd.), Telecom Board immediately noted that the new electronic meters were running very fast leading to inflated bills. He therefore deposited the fees for testing of the meters. He wrote several letters dated 16.5.05 and 30.5.05 to Business Manager, BRPL Nizamuddin complaining about fast running of meters and suggesting installation of parallel old type mechanical meters to see the results. He also wrote a letter to the Chairman, BRPL Shri Rakesh Aggarwal complaining about the fast running of the meters. He stated that he is a senior citizen of 82 years and that he was being shunted from one person to the other in the BRPL office and no one was willing to take his letter. Ultimately, he landed in the office of the Commercial Officer who told him in front of nearly 20 complainants (surrounding him) that *if no one was taking his letter, he should send it by courier.*

Since the meters were found to be running 298%, 411% and 606% fast according to the appellant, and he got no relief from the Distcom, he made a complaint before CGRF and prayed that these meters should be changed and replaced by the analog type of meter and till the matter is investigated and settled he should be billed on the basis of average of consumption recorded by the old electro mechanical meters.

Before the CGRF, it was stated by the Discom that these were meters tested by the CPRI in the presence of SDM and the Appellant and the meters were found running within the permissible limits of error. The CGRF after giving a personal hearing passed an order holding that the meters being tested by an independent agency were found OK and there was, therefore, no reason to replace the electronic meters or to revise the bills.

It is surprising that even though the copy of the CPRI Testing Report was not filed by the Distcom inspite of the CGRF asking for it, the CGRF passed the order without waiting for the testing report.

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Since the Appellant did not get any relief from the CGRF, he filed the appeal against the said CGRF's order before the Electricity Ombudsman.

The case was fixed for hearing on 04.10.06

On 4.10.2006, the appellant attended in person,

Shri A.K.Tyagi, Business Manager, Nizamuddin and Shri Rajesh Bansal, Chief Manager (Meters) attended on behalf of the respondent.. The case was deliberated upon at length. The Business Manager referred to his letter dated 13.4.06 wherein in response to the ombudsman's queries, he had informed that all the three meters are installed near the main stair case of the appellant's premises. He further admitted that all the connections are loop connections and that electronic meters are also connected in loop and no bus bar arrangement has been done due to space constraints. The inspection of the meters also showed that there was earth leakage due to internal wiring defect in meter No. 132 49 719. The meter testing report showed that the testing done on 17.4.06 showed earth leakage. It is not known whether the Appellant was informed that there was earth leakage and that the internal wiring should be checked and corrected.

The consumption pattern of the appellant submitted by the DISCOM shows that there are three electronic meters, providing electricity to the Ground Floor, First Floor and Second Floor of the appellant's premises. **The electro-mechanical meters were replaced by the electronic meters on 10.5.05.** Scrutiny of consumption pattern of all the three meters was scrutinized and it was found that the meter supplying energy to the second floor has recorded excessive consumption. Consumption of energy on the second floor shows the consumption in corresponding months of 2004 and 2005 as follows—

	<u>2004</u>	<u>2005</u>	<u>2006</u>
August	442	2343	-----
October	762	1113	-----
December	505	765	-----
February	-----	497	1036

The above chart shows that after installation of the electronic meter, (10.05.05) the consumption has gone far higher than before replacement although there is no change in the connected load.

Shri A.K. Tyagi, Business Manager, Nizamuddin was asked to check all loop connections and assist the Appellant in locating the fault in the wiring for correction. Shri Rajan Bansal, Chief Manager (Meters) informed that he could provide a small bus bar to avoid the transfer of energy from one meter to the other thereby leading to inflated billing.

The consumption pattern of the ground floor meter does not show much variation, as is evident from the following -

	<u>2004</u>	<u>2005</u>	<u>2006</u>
June	1113	1307	-----
August	1079	900	-----
October	969	630	-----
December	534	749	-----
February	-----	972	969

The above consumption pattern would show that the meter is functioning properly. In fact, in some months, the consumption shown by the electronic meter is even less than that of the replaced electro-mechanical meter. Therefore, the appellant should have no cause to complain.

The consumption of the first floor also does not show much variation after replacement of the old electro-mechanical meter, as is evident from the following consumption:

	<u>2004</u>	<u>2005</u>
June	2050	2357
August	1766	1906
October	1274	929

There appears to be no excessive variation in the recorded consumption by the first floor meter as indicated above.

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As the consumption pattern of the second floor shows excessive consumption recorded by the meter the licensee company is directed to consider the period from May 2005 to September 2006 as defective for the 2nd floor meter and to revise the bills for the second floor by taking the average of six months prior to the defective period and average of six months after the defective period. The CPRI Meter Testing Report has not been filed even before the Ombudsman.

Shri A.K. Tyagi, Business Manager was directed to remove the loop connection and provide Bus Bar Arrangement and if E/L indicator glows, he should depute an expert electrician to get the defect removed.

Business Manager vide his fax message dated 13/10/2006 informed that loop connection has been removed and Bus Bar Arrangement provided. E/L indicator was found glowing. A trained electrician was being arranged to check the internal wiring. Also an inspection by ERDA team is being arranged for one more testing as the earlier testing report is not traceable.

The CGRF order is set aside.

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(Asha Mehra)
Ombudsman