

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/2015/682

**Appeal against the Order dated 22.12.2014 passed by the
CGRF-TPDDL in CG.No.6316/11/14/NRL.**

In the matter of:

Shri Mangal Singh

- Appellant

Versus

M/s Tata Power Delhi Distribution Ltd. - Respondent

Present:-

Appellant: Shri Mangal Singh was present in person.

**Respondent: Shri Manish Kumar, A. M. (Legal), attended on
behalf of the TPDDL.**

Date of Hearing : 15.04.2015

Date of Order : 17.04.2015

ORDER NO. OMBUDSMAN/2015/682

This is an appeal filed by Shri Mangal Singh, H. No.325, Pocket – 7, Sector A – 10, Narela, J. J. Colony, Delhi – 110041, against the Consumer Grievance Redressal Forum – Tata Power Delhi Distribution Limited (CGRF – TPDDL) order dated 22.12.2014. The complainant came before the Ombudsman not satisfied with the orders of the CGRF on the issue of bills raised by the DISCOM. He also wanted the reinstallation of his meter as he has no electricity.

(During the hearing on 15.04.2015, he could not bring forward any specific points which would controvert the two meter testings that were done on 31.10.2013 and 15.10.2014. It is not understood why the matter was allowed to linger for one year. There were a number of options available to the DISCOM and the consumer relating to proper testing of the meter either on the premises or in the laboratory of the DISCOM. Installation of check meter could also have been done followed by third party meter testing. The customer could have also opted for installing a meter of his own choice at his own expense. It appears that the DISCOM never explained all these options to the consumer. Ultimately, due to non-payment, the connection was removed on 01.11.2014 and the meter itself was removed from the site on 19.11.2014. In the meanwhile, the customer has paid the entire amount but the meter has not been reinstalled for sometime. The DISCOM claimed that the customer had verbally asked them not to install the meter. This may not be correct as in his representation to us received on 12.01.2015 he had asked for installation of a meter in January, 2015 itself.

While there is no factual data available to controvert the contention of the DISCOM but there is actually a huge variation in the consumption recorded in the meter for the period 13.06.2014 to 21.08.2014 which should have been analyzed by the DISCOM.

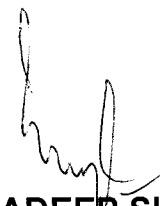
(Ordinarily, the consumer should have been made aware of his rights under the Regulation by the staff of the DISCOM in October-November, 2013 itself so that the matter does not linger for one more year and he does not receive bills which he felt were higher than his average. Clearly, the consumer was handled purely in a formal manner as till today he is not aware of what steps he could have taken to avoid getting into a situation of high bills. Had the proper check meter/third party testing happened in 2013 itself, no further dispute relating to high consumption in June to August, 2014 would have occurred. Also, the DISCOM cannot hold back from reconnecting his electricity once the full amount decided by the CGRF has been paid even if the customer so

indicates verbally unless he gives something in writing. This was not the case here. This leaves the DISCOM open to subsequent allegations from the customer that he was deprived of electricity even though he had paid his bills.

Clearly the procedures followed by the DISCOM neither resolved the issues raised by the customer as the matter lingered for one year, nor did they check the reasons for sudden high consumption or reinstall his electricity connection on payment of dues as ordered by the CGRF. There is thus a clear pattern of the consumer being treated casually. A minor dispute has been allowed to lead to persistent litigation.

I, therefore, find that the DISCOM should be penalized an amount of Rs.3,000/- for not guiding the consumer properly nor reinstalling his connection on time. The amount should be adjusted in the consumer's bill. The newly reinstalled connection/meter should be observed for another six months so that if there is any other technical fault at site it may be discovered and rectified. The DISCOM will explain in detail, and in writing, all the rights available to the consumer regarding such matters so that he is fully aware of steps to be taken in case a similar problem arises again in the future.

A copy of the communication from the DISCOM on this should be sent to us within a month. A report on the outcome of watching the new meter for six months should be submitted to us in the seventh month.


(PRADEEP SINGH)
Ombudsman
17th April, 2015