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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/2006/79

Appeal against Order dated 07.02.2006 passed by CGRF – NDPL on CG.No. 0553/10/05/MTN (K.No. 33200703904)

In the matter of:

M/s Krishna Industries

- Appellant

Versus

M/s North Delhi Power Ltd.

- Respondent

Present:-

Appellant

Smt. Rajni Mahajan, Authorised representative of Krishna Industries
Shri Mukesh Goel, Accountant

Respondent

Shri Yogesh Luthra, Senior Manager, District Moti Nagar
Shri N.C. Gurani, Assistant Manager, Meter Group
Shri Suraj Das Guru, Executive (Legal) all on behalf of NDPL

Date of Hearing: 25.07.2006, 22.08.2006, 31.08.2006

Date of Order : 26.09.2006

ORDER NO. OMBUDSMAN/2006/79

An appeal dated 27.4.2006 is filed by M/s Krishna Industries against CGRF order dated 7.2.2006. Perusal of contents of appeal, the CGRF records and the submissions made by both the parties in response to the queries raised reveal the following:

- 1) Reading recorded by NDPL on 27.5.2005 was R-371812 and while replacing the meter on 31.5.2005 the reading recorded was R-391612.
- 2) The Appellant's contention is that it is not possible to consume 19800 units (391612 - 371812) in four days, therefore, last reading recorded is not correct.

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- 3) Before CGRF NDPL argued that is a case of accumulated reading and as per meter change report, reading recorded on 31.5.2005 was correct. The appellant argued that no evidence was furnished by the NDPL towards accumulated readings.
 - 4) The CGRF up held the contention of NDPL that it is a case of accumulated reading i.e. readings recorded earlier were less and reading recorded on 31.5.2005 was correct.

It is against this order of CGRF, the Appellant filed this appeal. The case was fixed for hearing on 25.7.2006. Smt. Rajni Mahajan, authorised representative of Krishna Industries, attended alongwith Accountant Shri Mukesh Goel.

Shri Yogesh Luthra, Senior Manager District Moti Nagar attended alongwith Shri Suraj Das Guru, Executive Legal and Assistant Manager, Meter Group Shri N.C. Gurani on behalf of the Respondent.

During hearing NDPL officials contended that reading recorded on 31.5.2005 was correct. NDPL officials were asked to confirm whether readings prior to 31.5.2005 were recorded manually or through some instrument and for how many months incorrect/less readings were recorded. NDPL officials were asked to identify the persons who have taken readings prior to 31.5.2005 and they should be present on next date of hearing 22.8.2006.

On 22.8.2006 Smt. Rajni Mahajan, authorized representative attended alongwith Accountant and Shri Yogesh Luthra attended alongwith Assistant Manager, Meter Group, Shri NC Gurani. NDPL Officials informed that readings prior to 31.5.2005 were recorded manually by the out sourced agency staff who are presently not available for giving evidence in respect of readings recorded by them. NDPL Officials were not able to state with certainty about the period during which less readings were recorded. NDPL officials were asked to submit in writing which incorrect readings were recorded earlier and how many bills based on incorrect readings were issued. Since, the meter was reported to be electronic, it should be possible to down load the data and put up concrete evidence of wrong readings recorded/less consumption charged earlier. Next date of hearing fixed for 31.8.2006.

On 31.8.2006 hearing was attended by same persons from Appellant as well as Respondent side.

NDPL official's submitted data down loaded from the electronic meter of **consumption of energy for each day from 28.04.06 to 31.05.06**. It was stated that such consumption of energy for each day for the back period prior to April 05 was not possible at this stage due to certain limitations in the meter. According to this statement the energy consumed w.e.f. 28.4.2005 to 27.5.2005 was 39023

units whereas energy billed during same period (based on manual recorded readings was 30857 units). Thus, 8166 units (39023 – 30857) were short charged due to incorrect manually recorded readings. Further, as per down loaded data, energy consumption for a period of four days w.e.f. 28.5.2005 to 31.5.2005 was 3892 units. Thus, the Appellant is liable to pay for (8166 + 3892 units) 12058 units short charged during the period 28.4.2005 to 31.5.2005 against 19800 units billed earlier. NDPL is directed to revise the bills accordingly. **The appellant gets a relief of 7742 units.**

NDPL Officials informed during the hearing that the dispute seems to have developed due to wrong readings recorded by the out sourced agency staff. It is observed that recovery of revenue from bills based on wrong readings does not improve the image of NDPL. It is for NDPL to ensure that bills are issued after taking readings correctly.

CGRF-NDPL order is set aside.

अशा मेहरा
(Asha Mehra)
Ombudsman