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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/2006/103

Appeal against Order dated 07.04.2006 passed by CGRF – NDPL on CG.No. 0650/02/06 MDT) (K.No. 31100314858)

In the matter of:

Shri J. Khanna

- Appellant

Versus

M/s North Delhi Power Ltd.

- Respondent

Present:-

Appellant Shri J. Khanna

Respondent Shri Gagan Sharma, Assistant Manager, Model Town
 Shri B.L. Gupta, Commercial Manager, Model Town
 Shri Suraj Das Guru, Executive (Legal) all on behalf of NDPL

Date of Hearing: 14.09.2006

Date of Order : 26.10.2006

ORDER NO. OMBUDSMAN/2006/103

The Appellant has filed this appeal against CGRF-NDPL order dated 7.4.2006 in CG No. 0650/02/06/MDT. Appellant is a registered consumer of electric connection (K. No. **31100314858**) for commercial use with sanctioned load 1 KW. In the appeal it is stated that CGRF has not accepted the following:

- 1) "They have not accepted NDPL notice and advice dated 13.10.2003, 26.12.2003 and 23.1.2004.
- 2) Against disconnected connection, bill is raised amounting to Rs.1,09,851.56 as per intimation under LPSC waiver scheme. And now order says deposit Rs.34,687/- after deducting LPSC Rs. 9739/- payable amount Rs.44426/- - Rs.9739/- = Rs.34,687/- NDPL bill dated 1.5.2006 is showing LPSC of Rs. 31,142.29 after deducting that comes to Rs.13,283/- (payable amount).
- 3) On disconnected connection they are charging me Fix charges, Minimum Charges LPSC & fake consumption charges still they have not presented the clear picture".

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The Appellant has sought relief on above raised issues.

On perusal of contents of appeal, record of CGRF folder and submissions of NDPL in response to the queries raised, the facts emerged as under:

- i) Under LPSC waiver scheme, Appellant received a bill with principle amount Rs.27,611/- and LPSC Waiver Scheme amount Rs. 13,364/-.
- ii) Appellant lodged a complaint with DISCOM against the said bill as supply was lying disconnected since long. A complaint was filed with CGRF on 3.2.2006. In reply to CGRF; NDPL informed that bill is revised and credit of Rs.29,581/- is given.
- iii) Statement of account in CGRF folder shows reading 31909 as on 14.6.2002 and after that bills issued were not on reading basis (actual date of disconnection not available)
- iv) CGRF ordered to pay Rs.5863/- which was paid by the appellant.

Hearing was held on 14.9.2006. Shri J. Khanna attended personally. Shri Suraj Das Guru, Executive, Legal Cell attended alongwith Shri Gagan Sharma, Assistant (R&C) and Shri B.L. Gupta, Commercial Manager, Model Town all on behalf NDPL.

During hearing, the Appellant alleged that he has been receiving inflated bills though his connection is lying disconnected since long. A copy of NDPL inspection report dated 31.5.2004 indicates that supply was found already disconnected at reading 31931. Remarks on another disconnection notice dated 23.1.2004 reveal that supply was disconnected from feeding point. In fact this premises has 3 no. connections (one 3 phase and 2 nos. single phase through common 3 phase service cable).

As per Respondent's statement of account, the last reading 31909 was recorded in August, 2001. Based on arguments submitted by both the parties alongwith statement of account and inspection report dated 31.5.2004, Respondent was directed to submit the revised calculations with arrears/dues as on August 2001 + minimum charges upto date of disconnection + six months minimum/fixed charges.

Revised calculation has been submitted by Respondent on 23.9.2006 and further clarifications were submitted on 9.10.2006. As per revised calculations total amount payable comes to Rs.5,315/-. Consumer has paid Rs.5863/- on 19.4.2006 as per CGRF order. Therefore, he gets a credit of Rs.548/-. The amount of Rs.548/- may be adjusted against other dues if any from the appellant.

The order of CGRF is set aside.

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(Asha Mehra)
Ombudsman