

**OFFICE OF ELECTRICITY OMBUDSMAN**

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act of 2003)  
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**Appeal No: 59/2024**

(Against the CGRF-TPDDL's order dated 20.11.2024 in CG No. 176/2024)

**IN THE MATTER OF**

Shri Narender Kumar Panchal

Vs.

Tata Power Delhi Distribution Limited (TPDDL)

**Present:**

Appellant: Shri Narender Kumar Panchal, in person.

Respondent: Shri Ajay Joshi, AGM (Legal) and Shri Rajbeer Singh Serwa, DGM (F)  
on behalf of the TPDDL

Date of Hearing: 05.03.2025

Date of Order: 06.03.2025

**ORDER**

1. Appeal No. 59/2024 has been filed by Shri Narender Kumar Panchal, R/o 557, Ground Floor, Bangri Dangri Mohalla, Village Pana Udyan, Narela, Delhi – 110040, challenging the CGRF-TPDDL's order dated 20.11.2024 passed in CG No. 176/2024.

2. The background of the case is that the Appellant approached CGRF-TPDDL submitting that he is the registered consumer of a non-domestic electricity connection bearing CA No. 60016394219 installed at the above cited address. He further submitted that his connection was disconnected without his knowledge and prior intimation, even though he was paying electricity bills regularly. However, the Discom submitted that the Appellant had not paid any bills since July, 2023, leading to a temporary disconnection of supply on 11.10.2023. Thereafter, the said connection became dormant. The Discom informed the Forum that meter had not been removed yet, due to hindrance caused by the Appellant. The Appellant argued that he had not utilized electricity for the last seven months and even had not received any bills during that period. However, he was ready to make payment of all electricity bills. Further, on the direction of the Forum, the Discom has submitted break-up of the final recoverable amount on the subject connection, which was taken on record by the Forum.



3. The CGRF-TPDDL, in its order dated 20.11.2024, held that normally once the connection is temporary disconnected, it becomes dormant after the expiry of six months and consumer need to apply afresh. Since the meter has not been removed from the site, the Forum considered the Appellant's request for retaining the same connection and allowed the retention of the same connection subject to payment of outstanding dues of the electricity bill without LPSC, treating it as an exceptional case. The Forum, however, observed that nothing has come on record to substantiate the complainant's claim that the subject premises had been without electricity for several months. The Forum directed the Appellant to pay the principal outstanding dues amounting to Rs.7,498.92 as on 13.11.2024, within seven days from the date of order, thereafter Discom would restore the connection.

4. The Appellant, dissatisfied by the order dated 20.11.2024, passed by the CGRF-TPDDL, has filed this appeal on and restated his stand as before the CGRF. He submitted that an official of the Discom had informed him before the hearing in the Forum that if he pays Rs.5,689/-, the Discom would waive off the LPSC charges but he has to keep it secret. He claimed that he has an audio recording of this conversation and requested action against the Discom for misleading him. Moreover, the Appellant expressed his willingness to pay the outstanding bills without LPSC charges and requested for the following reliefs:

- i) To set-aside the order dated 20.11.2024, passed by the CGRF-TPDDL.
- ii) To restore the electricity supply.
- iii) To waive off the interest and surcharge from the current electricity bill.

5. The Discom, in its written submission to the appeal vide letter dated 31.12.2024 reiterated the facts placed before the CGRF-TPDDL. In addition, the Discom denies all claims made by the Appellant, asserting that bills have been continuously issued for the subject connection, and submitted a table mentioning the invoice date and invoice number with the total amount due on various dates between the periods July, 2023 till April, 2024. The electricity supply was disconnected on 11.10.2023, due to outstanding dues. The Discom has been unable to restore the electricity connection because the Appellant has not made the required payment, as ordered by the CGRF-TPDDL on 20.11.2024. Moreover, the Appellant has also not been able to clear his position regarding non-usage of the electricity. Even, if it is considered that the supply was not disconnected then also the Appellant would be liable to make the payment of fixed charges for the entire period.



6. The appeal was admitted and fixed for hearing on 05.03.2025. During the hearing, the Appellant was present, in person, and the Respondent was represented by its authorized representatives. An opportunity was given to both the parties to plead their respective cases at length and relevant questions were asked by the Ombudsman and Advisors, to elicit more information on the issue.

7. During the hearing, the Appellant reiterated his stand about non-receipt of bills on the basis of actual readings and asserted that he was not given a proper hearing by the Forum. He further submitted that wrong bills had been generated and no regular bills were received by him. He had been a victim of repeated disconnections for no fault. He had been made to run from pillar to post without any fault and the amount reflected was erroneous since only Rs.5,689.58 was payable by him as per record provided by the Discom. The Appellant has indicated his willingness to make the payment of the entire amount of Rs.7,500/- in three equal installments which he will pay every fortnight @ Rs.2,500/- per fortnight.

8. In rebuttal, the Discom mentioned that the principal amount upto 26.03.2024 was Rs.4,655/- and that the fixed charges had accrued every month at Rs.1,034/- since the meter had not been removed after disconnection. In terms of CGRF's order, the Appellant has to pay an amount of around Rs.7,500/-. During an enquiry from the Appellant, he was unable to produce any record of bills received by him during 2023-2024 but his e-mail and message records in his mobile indicated regular receipt of bills during November, 2024 to March, 2025. The Discom further submitted that the Appellant was a regular defaulter and the disconnections in his case were on account of non-payment of the regular bills. Further, more than once, he had approached the Permanent Lok Adalat (PLA) for relief. Copy of one such order was placed on record to prove that he was a defaulter. One application submitted before PLA was withdrawn recently. In response to a query for meter not getting removed within time, the Discom submitted that the Appellant did not allow to remove the same. However, after disconnection, the meter had not been removed and disconnection was done remotely, whereby light was blinking in the meter but there was no electricity supply in the premises. This fact was also confirmed by the Appellant

9. Having taken all factors, written submissions and arguments into consideration, the following aspects emerge:


- a) The Appellant has not made the due payment of Rs.7,498.92 as on 13.11.2024, in terms of the CGRF's order.
- b) The Discom has not placed on record copies of various bills during 2023 and 2024 sent to the Appellant to prove that regular bills were raised. Only downloaded record is enclosed.



- c) Notice under Regulation 51(1) was required to be sent giving 15 days time, after service, to pay the outstanding dues. No copy of notice or proof of service is placed on record.
  - d) Payment for actual consumption requires to be made by the Appellant.
  - e) The Forum has resolved the issue out of the way by retaining the dormant connection, and the principal amount is only payable, without LPSC.
  - f) It needs to be identified as to who misled the Appellant for making less payment for getting his connection restored for taking further action.
  - g) The Appellant raised a grievance about non-receipt of regular bills. However, messages and e-mail record scanned during the hearing indicated about receipt of bills during November, 2024 till March, 2025
10. In the light of the above, this court directs as under:
- (i) The order of the CGRF-TPDDL is upheld. Appellant is provided liberty to make payment for the energy charges of Rs.7,498.90 in three (3) installments of Rs.2,500/- each payable in three (3) fortnights to get the connection restored. Discom to do the needful within a week on receipt of the full payment and completion of other formalities, if any.
  - (ii) Efforts be made to identify the official who misled the Appellant and take necessary action against him.'
  - (iii) Discom will take steps to evolve a mechanism for regular dispatch of bills through e-mail on the e-mail address on record as well as physical copy to the Appellant at his address.

11. This order of settlement of grievance in the appeal shall be complied within 15 days of the receipt of the certified copy or from the date it is uploaded on the website of this Court, whichever is earlier. The parties are informed that this order is final and binding, as per Regulation 65 of DERC's Notification dated 24.06.2024.

The case is disposed off accordingly.

  
(P.K. Bhartwaj)  
Electricity Ombudsman  
06.03.2025