

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/2015/686

Appeal against the Order dated 16.02.2015 passed by the
CGRF–TPDDL in CG.No.6365/12/14/MGP.

In the matter of:

Shri Sardar Singh - Appellant

Versus

M/s Tata Power Delhi Distribution Ltd. - Respondent

Present:-

**Appellant: Shri Manish Makkar, advocate, attended on behalf
of the appellant.**

**Respondent: Shri Manish Kumar, A. M. (Legal), Shri Mahendra
Singh, A. M. (AMR), Ms. Nidhi Bansal, Sr. Officer,
attended on behalf of the TPDDL.**

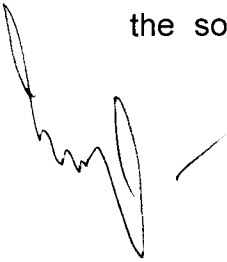
Date of Hearing : 21.04.2015

Date of Order : 22.04.2015

ORDER NO. OMBUDSMAN/2015/686

This is an appeal filed by Shri Sardar Singh, S/o Shri Surta Singh, R/o 140, BUD Chowk, Pooth Kalan, Delhi, against the Consumer Grievance Redressal Forum – Tata Power Delhi Distribution Limited (CGRF – TPDDL) order dated 16.02.2015 in which the final direction was to pay an amount of Rs.16,42,238/- in four installments.

During the hearing held on 21.04.2015, it emerged that the fact relating to the so called disconnection of electricity on 23.05.2014 is not conclusively




established. A disconnection notice was shown by the DISCOM during the hearing to the complainant also but the complainant continued to argue that no disconnection took place. As proof, he pointed to the issue of yet another bill of Rs.3.02 lakhs in July, 2014 which he paid on 09.07.2014. The DISCOM, in its reply, also admitted that further readings in the Automated Meter Reading (AMR) System were recorded but bills were not raised as their own system had shown the status as one of temporary disconnection. It was only in November, 2014 that the site inspection was done when it was conclusively established that the electric supply had been restored. It is not clear why the inspection was done in November, 2014 and not in July, 2014 when the last bill of Rs.3.02 lakhs was raised. A conclusive finding could have been arrived at in July itself rather than waiting till November, 2014. Further, it is not clear why no criminal proceedings were launched due to the reconnection of a disconnected supply. Since the facts regarding reconnection (or disconnection) have not been conclusively established and the order of the CGRF merely accepts the statement by the DISCOM, the issue remains finally undecided.

Further, the complainant contends that even as the electricity was never disconnected his meter was actually recording consumption which was based on jumping of the meter. This fact has not been examined by the CGRF either through methodology of check meter or meter testing or third party meter testing while passing its final orders.

Since it is not the function of this office to order meter testing or third party meter testing to resolve the matter, the matter is remanded to the CGRF to fully go into the facts of the matter and conclusively arrive at a clear finding. Any necessary meter testing required to be done should also be carried out and final orders passed.

The orders of the CGRF regarding payment of Rs.16,42,238/- in four installments are not set aside and the complainant should continue to pay as per the schedule fixed by the CGRF. There is, it appears, a further large

amount of current dues which have accumulated which the CGRF will have to take a view on as they hear the matter again so as to not to disadvantage the DISCOM in receiving its dues.


(PRADEEP SINGH)
Ombudsman

27th April, 2015