

**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/2015/687**

**Appeal against the Order dated 20.01.2015 passed by the  
CGRF-TPDDL in CG.No.6265/10/14/CVL.**

**In the matter of:**

**Smt. Veena Jain - Appellant**

**Versus**

**M/s Tata Power Delhi Distribution Ltd. - Respondent**

**Present:-**

**Appellant: Shri Satya Bhushan Jain attended on behalf of the  
appellant.**

**Respondent: Shri Manish Kumar (AM), Shri Praveen Chawla  
(Officer) attended on behalf of the TPDDL.**

**Date of Hearing : 22.04.2015**

**Date of Order : 23.04.2015**

**ORDER NO. OMBUDSMAN/2015/687**

This is an appeal filed by Smt. Veena Jain, wife of Shri Satya Bhushan Jain, H. No.68, Ground Floor, Veer Nagar, Jain Colony, Delhi – 110007, against the Consumer Grievance Redressal Forum – Tata Power Delhi Distribution Limited (CGRF – TPDDL) order dated 20.01.2015 in which his allegation that the new meter was defective and he had requested replacement of the same alongwith refund of excess amount charged by the TPDDL had not been agreed to on the ground that the accuracy of the new meter (no.52018455) was checked by the DISCOM

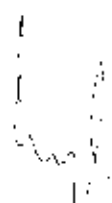
as well as by the third party testing agency ERDA (Electrical Research and Development Association). After this checking, the accuracy of the new meter was found within permissible limits. Hence, the meter was not found defective and consequently no replacement was required. The reading recorded was found as per consumption and the bill issued was found payable by the complainant.

Dissatisfied with the CGRF's order, she filed an appeal praying to it set-aside.

The matter was heard on 22.04.2015. Shri Satya Bhushan Jain, representative of Smt. Veena Jain, claimed that the consumption being reflected in the new meter is not correct. However, he could not controvert the two third party testings done through ERDA on the earlier meter (no.NDP4660) and the new meter (no.52018455). Both the reports are available on file and do not point to any flaw in the order of the CGRF.

The DISCOM was, however, asked whether the customer had been explained all the options available to him as he continues to feel dissatisfied. These include replacement of the meter supplied by the company by a meter to be purchased by the customer himself. It appears such options had not been explained to the customer as he unaware of it. The complainant was then told that such an option does exist under the rules in case he wishes to exercise it. He was also told that the reports of the ERDA can be challenged in the Civil Court, based on evidence, if any.

Given the above situation and the fact, there was no material on record to overturn the order of the CGRF, the appeal is dismissed and the order upheld.

  
(PRADEEP SINGH)  
Ombudsman

                     April, 2015