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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-110057
(Phone No. 32506011 Fax No. 26141205)

Appeal No. F. ELECT/ Ombudsman/2006/80

Appeal against Order dated 29.03.2006 passed by CGRF – BRPL on Case No. CG/04/06 (K.No. 2510N1810391 and 2510N1810392)

In the matter of

Smt. Kalayani Bhattacharjee	-	Appellant
Versus		
M/s BSES Rajdhani Power Ltd.	-	Respondent

Present:-

Appellant	Shri Tushar Bhattacharjee Shri Tapan Bhattacharjee sons of Appellant
Respondent	Shri Sunil Singh, Business Manager District – Alaknanda Shri Biswajeet Biswas, commercial officer of behalf of BRPL
Date of Hearing : 28.06.2006	
Date of Order : 11.07.2006	

ORDER NO. OMBUDSMAN/2006/80

The Appellant Mrs. Kalyani Bhattacharjee W/o Late Shri N.N. Bhattacharjee has two meters Nos. 2510N1810391 and 2510N1810392 at her premises G-1377, Chittaranjan Park, New Delhi-110 019. Electronic meters were installed on **28.5.2005** and thereafter highly inflated bills were received by the Appellant. The meters were tested on **12.8.2005** and it is stated by DISCOM that the meters were found O.K. but the meter test report shows that the E.L. (earth leakage) light is glowing. The Appellant was informed that the internal wiring needed to be checked and rectified. The Business Manager informed the CGRF that he had spoken to the Appellant on 13.10.2005 and the Appellant showed his satisfaction that after wiring was got rectified, the meter was showing correct reading. This fact of correction of wiring problem and the meter showing correct reading is also confirmed by the Appellant's own letter dated

28.12.2005 addressed to Business Manager. The CGRF after due deliberations ordered that bills be revised from 28.5.2005 to 12.8.2005 on the basis of consumption recorded during the six months period August 2005 to February 2006, as no notice was given to the appellant for checking the internal wiring prior to installation of electronic meter .

The appellant not satisfied with the order of CGRF filed the appeal before the Ombudsman seeking relief from 28.5.2005 (date of installation of meter) to 31.10.2005 (when the meter showed correct reading).

After examination of the contents of the appeal and submissions made by both the parties as well as the documents in CGRF file, the case was fixed for hearing on 28.6.2006.

The following were present :

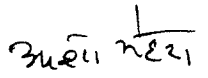
- 1) Shri Tushar Bhattacharjee and Shri Tapan Bhattacharjee sons of Appellant;
- 2) Shri Sunil Singh, Business Manager and Shri Biswajeet Biswas, Commercial Officer of the DISCOM

The case was discussed. The consumption pattern of the Appellant shows that the meter was recording higher units after the installation of new electronic meter i.e. 28.5.2005. **Higher units continued upto 5.9.2005 when it showed 1492 units consumed in 31 days. The bill for 5.11.2005 showed 1582 units consumed for 60 days.** Thus, it is evident that the wiring leakage was rectified sometime between 5.9.2005 and 5.11.2005 because the consumption fell to almost half. (791 units for 30 days as against 1492 units for 31 days shown earlier). Accordingly, the DISCOM is directed to revise the bill from 28.5.2005 to 5.10.2005 by taking the average of the consumption for six months before installation of meter (28.5.2005) and six months after correction of wiring (5.10.2005). Shri Biswajeet Bisswas, Commercial Manager was asked to submit the calculations of revised demand on the lines indicated above by 5.7.2006.

Shri Tushar Bhattacharjee son of the Appellant who represented the case vehemently protested against the insensitive behavior of the officials of the DISCOM. He stated that these officials were very rude and simply asked him to get out of their room when he persisted in narrating his grievance. When he received the bill for each of the two connections with arrears of Rs. 24000/- not only the bills were not corrected but no guidance was also given to him to file an appeal before the CGRF and the Ombudsman. The officials of the DISCOM who were present were advised to be courteous to the consumers. They were asked to redress the grievance of the consumers in the first instance itself and if that was not possible they should guide the consumers as to the procedure of redressal of their grievances through CGRF/ Ombudsman etc.

The calculations as directed above were submitted by the Distcom officials on 5.7.2006. This shows credit of Rs.1904.83p in respect of K.No.2510N1810391 and Rs.6333.77p for K.No.2510N181392. The BRPL is directed to reflect the above credits in the next bills of the appellant and adjust it against the future demand.

The order of the CGRF is modified to the extent above.


(Asha Mehra)
Ombudsman