

DELHI ELECTRICITY REGULATORY COMMISSION

Viniyamak Bhawan, 'C' Block, Shivalik, Malviya Nagar, New Delhi – 110017

In the matter of:

Sh. Ashok Sharma
A-21, Sarita Vihar
New Delhi – 110 044.

.....**Complainant**

VERSUS

BSES Rajdhani Power Ltd.,
Through its: **CEO**,
BSES Bhawan, Nehru Place,
New Delhi – 110 019.

.....**Respondent**

Coram:

**Sh. Berjinder Singh, Chairman, Sh. K. Venugopal, Member &
Sh. R. Krishnamoorthy, Member.**

Appearance:

1. Sh. Ashok Sharma, Complainant.
2. Sh. Prashant Verma, BM (Sarita Vihar), BRPL.

ORDER

(Date of Hearing: 03.05.2007)

(Date of Order: 10.05.2007)

- 1) The Secretary, Office of the Electricity Ombudsman, vide his letter dated 15.11.2006 has invited the attention of this Commission to the complaint of Sh. Ashok Sharma, who was wrongly booked for theft of electricity by BSES Rajdhani Power Ltd.
- 2) The letter of the Secretary, Office of the Electricity Ombudsman, has been treated as a complaint by this Commission and accordingly, a notice was issued to the Respondent Licensee on 20.12.2006.
- 3) In response to the notice, Sh. Prashant Verma, Business Manager-BRPL and a Representative of the Respondent Licensee, submitted that the meter of Sh. Ashok Sharma got burnt on 26.05.2005 and the supply was made direct by the O&M staff of the Respondent Licensee. However, meter could not be replaced due to some communication gap. Subsequently, a theft case was booked inadvertently on 28.09.2006 against Sh. Ashok Sharma and a bill of Rs. 5,47,064/- was also raised

against him. It has been further submitted that subsequently, the theft bill was dropped and the meter was also replaced on 18.10.2006 by a new meter. Thereafter, Sh. Ashok Sharma, the Complainant, was given the credit of Rs. 38,173/- after adjusting payments, made earlier by him.

- 4) Sh. Ashok Sharma, the Complainant, has submitted before the Commission that he has been put to a lot of harassment by the staff of the Respondent Licensee. He further submitted that during the period when a wrong theft case was booked against him and a bill of Rs. 5,47,064/- issued, he was pre-occupied in the preparations of his daughter's marriage.
- 5) Sh. Prashant Verma, Business Manager, BRPL, while admitting that a wrong theft case was booked against Sh. Ashok Sharma and the burnt meter replaced only after nearly 16 months, tendered an unconditional apology before the Commission, with an assurance that all possible steps would be taken to ensure that such incidents are not repeated in future. On a specific query, he submitted that there has been no other incident of wrong booking in any theft case, in his area of responsibility.
- 6) The facts and circumstances as brought out before the Commission, convincingly establish the negligence and deficiency in service on the part of the Respondent Licensee. The way entire incident had taken place also reveals a total lack of coordination among the different wings/departments of the Respondent Licensee. It is a case of serious breach of Regulation 20(iii)(a)&(d) of the DERC (Performance Standards – Metering & Billing) Regulations, 2002, which calls for a penalty as well as compensation in favour of the Complainant for the harassment undergone by him.
- 7) In view of the above, the Commission decides to impose a penalty of Rs. 10,000/- on the Respondent Licensee for violating Regulation 20(iii)(a)&(d). The Commission also directs the Respondent Licensee to pay an amount of Rs. 20,000/- to the Complainant as compensation for the harassment which he has undergone, and with a further direction to streamline the system, enforce proper coordination

among their different departments and ensure that such incidents are not repeated in future.

- 8) The Respondent shall comply with this order and submit compliance to the Commission within 04 weeks from the date of receipt of this order.
- 9) Ordered accordingly.

Sd/-
(K. Venugopal)
MEMBER

Sd/-
(R. Krishnamoorthy)
MEMBER

Sd/-
(Berjinder Singh)
CHAIRMAN