

**Before**

**UTTARAKHAND ELECTRICITY REGULATORY COMMISSION**

**In the matter of:**

Complaint filed by Dr. Sarla Raman, 719, Anand Swaroop Quarters, Bangali Mohalla, Karanpur, Dehradun for payment of compensation for delay in restoration of supply and replacement of burnt meter by UPCL as required under UERC (Standards of Performance) Regulations, 2007.

**Coram**

**Shri V.J. Talwar                      Chairman**

**Shri Anand Kumar                  Member**

**Date of Order 15<sup>th</sup> October, 2008**

**ORDER**

- 1) A Complaint was filed by Dr. Sarla Raman, Karanpur, Dehradun regarding defective meter having not been replaced by UPCL despite repeated reminders during last 4 months. The Complaint was forwarded to UPCL for seeking their comments.
- 2) The Complainant highlighted two Issues, i) Delay in restoration of supply. II) Excessive delay in replacement of burnt meter. The Complainant requested for payment of compensation by UPCL pursuant to UERC (Standard of Performance) Regulation, 2007.
  - I) Delay in restoration of supply (9.00 A.M. on 04.08.2007 to 5.00 P.M. on 07.08.2007)  
80 hrs \*10=Rs. 800/-
  - II) Delay in replacement of burnt meter (04.08.2007 to 10.12.2007)  
128 days \*50=Rs. 6400/-
- 3) Uttarakhand Power Corporation Limited in its reply contended that no record of lodging of complaint by the consumer was found from the complaint register for

04.08.2007. UPCL further maintained that no compensation was payable to the consumer in case of delay in restoration of Supply by the Licensee as the relevant provision stated at serial no. 5 in *Schedule III* of UERC (Standards of Performance) Regulations, 2007 came into effect from 01.04.2008. However, UPCL admitted that on the restoration of supply in the consumer's premises on 07.08.2007 meter was found burnt and the consumer did lodge the complaint on telephone and again requested for replacement of meter on 27.08.2007. UPCL contended in this reply that meters are not replaced on telephone request and are replaced only when written information is given to the concerned Sub-Division.

- 4) The Commission issued a show cause notice to the Distribution licensee. In its reply to the Show-Cause notice issued by the Commission on the matter, UPCL admitted that there was delay in replacement of burnt meter of the consumer, the reason being the creation of a new Distribution Division out of existing EDD(N), Dehradun due to which the field officers could not exactly make out from which of the two divisions the consumer shall be served.
- 5) The Commission decided to hear the matter. During the hearing held on 03.10.2008, which was attended by MD, Director (Finance) GM (Regulatory Management) and the affected party, the distribution licensee-UPCL admitted the delay in replacing the burnt meter, however, it contended that the compensation should only be payable only w.e.f. 01.10.2007, when these provisions came into effect.
- 6) In view of the above, the Commission hereby orders that:
  - i. Since UPCL has defaulted in complying with the Standards on replacement of burnt meter it is liable to pay compensation at the rate of Rs. 50 for each day of default to the aggrieved consumer for 71 days of default (instead of 128 days as claimed by consumer) amounting to Rs. 3550/- w.e.f. 01.10.2007, the day from which provisions stated at serial no. 4 in *Schedule III* of UERC (Standards of Performance) Regulations, 2007 came into effect, till the date of replacement of burnt meter i.e. 10.12.2007.
  - ii. The Compensation sought by the consumer for delay in restoration of supply by the licensee is not tenable as provisions of compensation stated

at serial no. 5 in *Schedule III* of UERC (Standards of Performance) Regulations, 2007 which came into effect from 01.04.2008, were not applicable during the period of delay.

- iii. Licensee shall ensure that payment of compensation to the consumer be made by way of adjustment in the ensuing bills as envisaged in Regulation 10(3) of UERC (Standards of Performance) Regulations, 2007.

**(Anand Kumar)**  
Member

**(V.J. Talwar)**  
Chairman