

(1995) 07 NCDRC CK 0007

NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION

Case No: None

EXECUTIVE ENGINEER
RAJASTHAN STATE ELECTRICITY
BOARD
AADRAM

Vs

APPELLANT
RESPONDENT

Date of Decision: July 11, 1995

Citation: 1996 3 CPJ 312

Hon'ble Judges: N.C.Sharma , Firoza Bano J.

Final Decision: Appeal dismissed

Judgement

1. DEFICIENCY in relation to a service is defined as meaning any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which is required to be maintained by or under any law for the time being in force or has been undertaken to be performed by a person in pursuance of a contract or otherwise. By the provisions contained in Section 26 of the Indian Electricity Act, it is the duty of the Electricity Board to affix and continue a faultless and accurate meter to measure the consumption of electric energy by a consumer. When the meter reading record of the complainant itself goes to show that right from the year 1984, the meter was completely stopped, it was its duty to replace the meter as soon as possible. The meter reading record further goes to show that this dead meter was replaced by another meter after six years in August or September 1990. If the rendering of service of Rajasthan State Electricity Board remains so faulty, imperfect and negligent, it has to reimburse itself for the loss caused to it by fixing responsibility on its own employees rather than harassing the consumer for no fault of theirs.

2. THE District Forum was right in holding that the Rajasthan State Electricity Board could not charge beyond six months anything without replacing a correct and accurate meter at the place of electricity installation.

This appeal is, therefore, dismissed. Appeal dismissed.