

CONSUMER GRIEVANCE REDRESSAL FORUM

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act of 2003)-For BRPL area

Sub - Station Building, Sector - V, Pushp Vihar,

(Near Saket Court Complex) NEW DELHI - 110017

Phones: 8468952631, 8468935702 TELEFAX: 29564400

Email: cgrfbrpl@gmail.com

No: CG -04/2020/F2/36

Dated : 10/2/2020

Mrs. Babita
Plot No. E-18 A, Shop no. 2,
G/F, Om Vihar Extension
Uttam Nagar
NEW DELHI - 110073.

Subject: - Redressal of Grievance by the Forum

Dear Sir / Madam,

1. Any complainant, aggrieved by orders of the Forum may himself/herself or through his authorized representative make a representation in writing to the Ombudsman with triplicate sets of application.
2. The representation shall state clearly:
 - (i) The name/s and address of the consumer/s, service connection number, category, the name of the local licensees' office, against which the representation is made, the facts giving rise to the representation, the grounds thereof, the relief sought from the Ombudsman.
 - (ii) The name of the Forum, date of order or decision of the Forum shall, as the case may be mentioned in or enclosed with the representation.
3. No representation to the Ombudsman shall lie unless:
 - (i) The consumer had before making a representation to the Ombudsman approached the Forum constituted under Section 42 (5) of the Electricity Act, 2003 for redressal of his grievance;
 - (ii) The representation is made within one month from the date receipt of the order of the Forum:

Provided that the Ombudsman may entertain a representation beyond one month on sufficient cause being shown by the person filling the representation that he had sufficient reasons for not filling the representation within the aforesaid period of one month.

- (iii) The person filling the representation deposits an amount equal to one third of the amount assessed by the Forum in cash or by way of bank draft with the licensee and documentary evidence of such deposit is enclosed with the representation.



SECRETARY

Encl: Certified copy of order (02 pages)

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No: CG - 04/2020

In the matter of:

Mrs. Babita
Plot No. E-18 A, Shop no. 2,
G/F, Om Vihar Extension
Uttam Nagar
NEW DELHI - 110073.

....Complainant

Versus

BSES Rajdhani Power Ltd.
BSES Bhawan, Nehru Place,
NEW DELHI - 110019.

... Respondent

Coram:

- | | | | |
|----|--------------------|---|--------------|
| 1. | Mr. Atul Nigam | - | Chairman |
| 2. | Mrs. Nirja Ahuja | - | Member (L) |
| 3. | Mrs. Monika Taneja | - | Member (CRM) |

(Date of Order: 28.01.2020)

ORDER

Briefly stated case of the complainant is that her meter was burnt on 09.11.2019 and new meter was installed on 13.11.2019 but the bill was generated with a reading of 1900 units for four days. The complainant claimed that for the past three months her average bill was coming to around Rs. 2800-3400/-. She was also informed by the respondent that her bill has been generated at an average of the whole year amounting to Rs. 24590/-. She informed that she had rented the premises to a water bottling plant which was closed on the order of the Delhi Jal Board on 01.08.2019.

Respondent submitted that the bill has been revised and consumer also satisfied now. He provide the satisfaction letter against CA no. 150521020 and requested to close the case.

GN



No: CG – 04/2020

Complainant has also submitted her satisfaction letter dated 13.01.2020 that her grievance has been redressed and she has no further issue with BSES.

In view of fact that complainant is satisfied by action taken by the respondent and has submitted that her grievance has been resolved. Accordingly, case is closed as per satisfaction from the complainant.

Sd/-
(Mrs. Monika Taneja)
Member (CRM)

Sd/-
(Mrs. Nirja Ahuja)
Member (Legal)

Sd/-
(Atul Nigam)
Chairman

