

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 -102/2019/F1/37.

Dated : 10/2/2020

Shri Manish
House No. 64/1,
Fateh Pur Beri,
NEW DELHI - 110074

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.

A handwritten signature in black ink, appearing to be the initials 'Dh' or similar, written in a cursive style.

SECRETARY

Encl: Certified copy of order (03 pages)

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No: CG -102/2019

In the matter of:

Shri Manish
House No. 64/1,
Fateh Pur Beri,
NEW DELHI - 110074

....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 (Legal) |
| 3. | Mrs. Monika Taneja | - | Member (CRM) |

Appearance:

Complainant: Mrs. Sunita (wife of the complainant)
Mrs. Bala (mother of the complainant)

Respondent: Shri R. S. Yadav, Dy. General Manager (B), Division - Saket
Shri Rajesh Kr. Gupta, SO, Coordinating Cell, Nehru Place

(Date of Hearing: 08.01.2020)

(Date of Order: 20.01.2020)

ORDER

Briefly, case of the complainant is that he had filed a complaint vide CG - 62/2017 on 31.10.2017 wherein the case was settled on the grounds that complainant shall pay Rs. 1,00,000/- for the two meters. Upon payment of the said amount, complainant received electricity bill of Rs. 0/- for which the complainant approached the Customer Care where he was informed that an amount of Rs. 50,000/- has been deposited and the payment is being done from the deposited amount. Later, he was

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informed that an amount of Rs. 1,50,000/- is pending against him. The complainant then approached the office of The Director (BSES) Office on 26.06.2019 where he was informed that his electricity bill is amounting to Rs. 35,670/-.

On notice respondent appeared and filed their reply and documents before us.

Respondent submitted their reply dated 27.11.2019 that this was a case of transfer of outstanding dues Rs. 2,72,000/- of disconnected connection. The said dues were transferred to the existing connection bearing CA nos. 102186001 and 10221356 at the same premises in the name of Shri Manish, S/o Shri Brahmopal and Ms. Bala, w/o Shri Brahm Prakash / Grandmother of Shri Manish. The registered consumer of the existing connections i.e. Shri Manish, S/o Shri Brahmopal is the grandson of Shri Girdhari (R/c of the disconnected connection CA no. 102321690) and Smt. Bala, Grandmother of Shri Manish. Both were the beneficiary of the disconnected connection.

The above case was settled in the Hon'ble Forum vide order no. CG-62/2017 dated 21.09.2017 for one time payment of Rs. 1,00,000/- (Rs. 50,000/- each for 2 CA's) within two months from the date of order.

Respondents further submitted that in compliance with the order, the disputed amount was kept in abeyance. As per order, the consumers were required to make these payments before 21.11.2017, but they did not turn up before the scheduled date. However, after almost six months i.e. in March 2018, they approached this office with the request that due to some financial hardships, they could not make the payment before the scheduled date. On humanitarian grounds, their case was considered and payments were accepted from both the parties and the supplies were restored.

Since there was a delay of six months, the case was sent for approval from competent authority. In the meanwhile, consumers received credit bills, as the disputed amount were kept in abeyance. Now on the basis of this complaint, the bills were revised by waiving off the LPSC and retaining only the actual demands after restoration of the supplies.

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We have heard the parties at length and have also gone through the documents filed by respondent before us and have examined the same. Respondent submitted the electricity bills of both connections were revised without levy of LPSC. During the proceedings complainant have expressed their satisfaction and stated that they have got the correct bills for both the connections without LPSC and they are satisfied.

In view of above facts and circumstances, the complaint of the complainant is redressed and complainants expressed their satisfaction before the Forum. Now no action is required.

Accordingly, case is disposed off.

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

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

Sd/-
(Atul Nigam)
Chairman

