

# 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](mailto:cgrfbrpl@gmail.com)

No: CG -104/2019/F2/...06

Dated : ...14/1/2020...

Mr. Sunil Kumar  
Plot No. 153, Kh. No. 4/15,  
Village Tilangpur, Kotla  
Kotla Vihar, Phase-1,  
Front Side Portion  
**NEW DELHI - 110043**

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 (03 pages).

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(Near Saket Court Complex) NEW DELHI - 110017

Phones: 8468952631, 8468935702 Fax: 29564400

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No: CG -104/2019

In the matter of:

Mr. Sunil Kumar  
Plot No. 153, Kh. No. 4/15,  
Village Tilangpur, Kotla  
Kotla Vihar, Phase-1,  
Front Side Portion  
**NEW DELHI - 110043**

....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: Shri Sunil Kumar, self

Respondent: Shri Vikram Narula, Dy. General Manager (B), Division - Nangloi  
Shri Rajesh Kr. Gupta, SO, Coordinating Cell, Nehru Place

(Date of Hearing: 10.12.2019)

(Date of Order: 19.12.2019)

## ORDER

Shri Atul Nigam, Chairman

Briefly, case of the complainant is that there is a shop and he had received an inflated bill of CA No. 152247248. Complainant stated that his work is manual in shop and he had a welding machine. He received a higher bill from February 2019. He applied for meter testing but testing was done by respondent after 24 days and they told him to install the shunt capacitor. Complainant installed shunt capacitor but nothing changed in his bill. Complainant further stated that his electricity supply was

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No: CG – 104/2019

disconnected and he was ready to pay the arrear in installments. Complainant approached respondent regarding the same several times, however all his efforts went in vain and his grievance was not redressed by BRPL, being aggrieved, complainant filed his complaint before us, which was registered.

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

Respondent stated that they had sent a letter dated 05.09.2019 to complainant and informing him that they have gone through complainant billing grievance meticulously and after checking they found the same in order. As per record, complainant electricity bills have been raised on actual consumption / downloaded reading recorded by the meter. As per complainant's request respondent has also got their electricity meter checked / tested and as per meter testing report, meter was found working within permissible limit. Moreover, the MDI and reading pattern of the meter was also analyzed by respondent audit and analytical team and no abnormality was observed. Respondent further stated that when complainant visited their office in person they informed him that as per new electricity tariff the energy billing of non-domestic meters is now being charged on KVAH instead of conventional KWH basis. Further low power factor due to usage of welding sets at site escalated his KVAH consumption, thus increasing monthly billing charges. Complainant was also advised to get the shunt capacitor or electronic panel installed at their premises in order to maintain the power factor, so as to minimize the energy charges. It is also acknowledged by complainant that after installation of shunt capacitor there has been reduction in electricity bills. Respondent further stated that complainant electricity bill is correct and payable by him. Therefore, they requested that complainant should make the payment of his electricity dues.

We have heard the parties at length and have also gone through the documents filed by the complainant and respondent before us and have examined the same. Complainant has also submitted that he had installed a shunt capacitor as advised by respondent, thereafter, meter was tested and it was found within permissible limit. It is clear that the electricity bills prepared by the respondent are as per the downloaded reading and are payable by the complainant.

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By



**No: CG – 104/2019**

In view of above deliberations and on the basis of records before us, we are of the opinion that the meter was found running within permissible limits as per meter accuracy report, the bills are based on the downloaded readings, therefore we do not find any anomaly in the bills raised by the respondent which are therefore payable by the complainant.

Accordingly, case is disposed off.

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

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

Sd/-  
(Atul Nigam)  
Chairman

