

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 – 109/2019/F2/...40.

Dated : 13/2/2020

Shri G. S. Verma
A-2/50,
Paschim Vihar,
NEW DELHI – 110063

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 (04 pages)

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No: CG -109/2019

In the matter of:

Shri G. S. Verma
A-2/50,
Paschim Vihar,
NEW DELHI - 110063

...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: Mr. Avinash Kumar, son of the complainant
Mr. Vipin Gupta, friend of the complainant

Respondent:

1. Shri Virender Chauhan, Dy. General Manager (O&M), Division - Punjabi Bagh
2. Shri Rajesh Kr. Gupta, Section Officer, CO-ordination Cell, Nehru Place

(Date of Hearing: 10.01.2020)

(Date of Order: 22.01.2020)

ORDER

Briefly, the case of the complainant is that he is the owner / occupier of the property bearing no. A-2/50 (Kothi), Paschim Vihar, New Delhi-110063. Two electricity connections bearing CA no. 100157441 and 100156780 are installed in the said property in the name of Shri G. S. Verma and Mrs. Maya Devi since 1978 and being

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fed from the pillar in front of House no. A-2/52 (Kothi), Paschim Vihar. Complainant stated that all of sudden, this pillar was replaced on 21.10.2019 without informing them in an arbitrary manner and supply changed from underground mode to aerial mode by BSES in illegal manner. Complainant further submitted that the owner of property no. A-2/52, Paschim vihar, New Delhi-110063 is a big builder of the area who has given a huge amount of money to the BSES authority to do this work of shifting of feeder pillar from that place. Complainant requested to investigate the matter, take the appropriate action against the person concerned and their electricity connection may be restored through underground mode and prayed for compensation because his supply remained disconnected for whole day without any information.

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

Respondent submitted vide their reply dated 08.01.2020 that there was no supply for 1:12:00 hrs on 21.10.2019 against meter no. 27124312 and 27108762 for safety and repair of LT cable at A-2/52, Paschim Vihar. Consumer did not register any complaint in BSES call center or local complaint center for no power supply. They further submitted that the party who is the owner of plot no. A-2/52 Paschim Vihar had approached them to remove this feeder pillar because it was very old and in deteriorated condition, so the same was removed. Respondent further stated that no permission was required from complainant for removing the pillar in this case because network pertains to BSES.

Matter has been heard at length. During the deliberation on 12.12.2019, complainant submitted that their electrical connection was changed from underground mode to aerial mode while the connection was installed in 1978. Respondent submitted that they removed the feeder pillar which was redundant and was having no incoming or outgoing cable due to non functional equipment and so it has been removed from the premises. Complainant further argued that their cable was connected through this feeder pillar while respondent stated that cable was connected from the pole near to his premises and this did not affect the complainant supply in any way. Complainant also alleged that their cable was changed while

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respondent denied the same. However, respondent and complainant both agreed that their meter/meter box was not opened; this implies that cable was not changed. Complainant also stated that supply was affected for ten hours without informing them while respondent denied the allegation and the matter was adjourned for 10.01.2020 for filing reply by respondent.

Respondent submitted written reply dated 08.01.2020 as mentioned in forgoing para stating that supply was cut off for only one hour twelve minute and submitted the proof and highlighted that complainant did not register any complaint in call centre or local complaint centre for no supply. Respondent also submitted that no permission was required from consumer to make changes in the infrastructure of LT network as same pertains to respondent and no amount was got deposited accordingly.

During the hearing on 10.01.2020, complainant representative Shri Vipin Gupta and his son Shri Avinash Kumar made additional submissions for replacement of his service cable and also requested for submission of matter to the vigilance department for proper investigation and sought compensation. Respondent stated that cable was not damaged and the joint was due to removal of the old feeder pillar which had deteriorated completely and was not functional. After hearing both parties, Forum directed respondent to put the joint portion of service cable in pipe, so that the cable get additional safety against water and were directed to submit the compliance report alongwith photographs within ten days.

Respondents vide letter dated 17.01.2020 submitted their report that as directed by Forum, the safety pipe has been installed on 14.01.2020 at pole opposite House No. A-2/52, Paschim Vihar. The photograph of the site was also attached.

Having heard the parties at length as well as the statements given during the hearing, we observe that very old damaged feeder pillar feeding only the complainant was removed causing outside joint in the existing feeding cable. Feeder pillar normally feeds many consumers while in present case only one consumer was connected from this feeder pillar. We can very well conclude that this pillar was being used only as cable joint shelter and not as feeder pillar.

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We also observe that supply was not cut off for the whole day as alleged by the complainant as is evident from the documents given by respondent. As per direction of the Forum, respondent have already put the joint portion of the cable in a pipe giving additional safety to the joint. Also in our opinion, respondents are free to modify their electrical infrastructure and no permission in this is required from consumers.

We also feel that no ground for grant of compensation to the complainant is made out because respondent have all the right to improve their system and pillar was removed as part of improvement of system. Also the supply was cut only for one hour twelve minutes only and not for the whole day as alleged by the complainant, so the complainant is not entitled for compensation. As regards the request of the complainant for submission of matter to the vigilance department for proper investigation, it is mentioned that the complainant is free to approach appropriate authority or department for investigation if he so desires and Forum would not like to intervene in this regard.

Accordingly in above terms case is disposed off.

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

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

Sd/-
(Atul Nigam)
Chairman

