

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 -127/2019/F1/...41

Dated : 13/2/2020

Mr. S. Padmanathan
C/o Vikrant Tomer
Flat No. 172, Rama Apartment,
Plot No. 2, Sector-11,
Dwarka
NEW DELHI - 110075.

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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No: CG - 127/2019

In the matter of:

Mr. S. Padmanathan
C/o Vikrant Tomer
Flat No. 172, Rama Apartment,
Plot No. 2, Sector-11,
Dwarka
NEW DELHI - 110075.

....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 he received excess bill for the period 08.05.2019 to 23.07.2019 and the bill was issued on 'provisional basis' considering the last year (2018) consumption for the months of May and June. He has prayed that the bill should be raised on 'actual basis' and on the basis of recent consumption history.

Respondent submitted their reply letter dated 20.12.2019 that meter of the complainant was replaced on 23.07.2019 due to faulty display. Meter was sent for testing and complainant was informed accordingly for the date of meter testing.

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Meter got tested and as per report, the reading was not visible and meter was found faulty. As per DERC guidelines the estimated bill for faulty period i.e. 08.05.2019 to 23.07.2019 was charged on the basis of consumption made during the corresponding period of previous year when meter was functioning properly, for 3097 units in 72 days. Respondent further alleged that complainant protested that he was not using the premises in that period and submitted a letter from society RWA and IGL bills in his support that could substantiate his submission. But both the documents failed to substantiate his submission.

During the hearing on 06.01.2020, complainant had appeared and stated that meter which had no display was replaced on 24.07.2019 and respondent had issued provisional bill followed by the assessment bill for faulty period from 08.05.2019 to 23.07.2019, which was charged on the basis of consumption made during the corresponding period of previous year, when meter was functioning properly. Complainant objected to the average of previous year because he has taken possession of the premises in April 2019 only. For this, he had submitted the rent agreement paper to respondent. After hearing arguments of both the parties, Forum directed as below:

1. Complainant will furnish letter from owner of the flat regarding date of the possession of flat.
2. Meanwhile, respondent will try to fetch the reading from the no display meter through MRI or otherwise.
3. Respondent will issue the bill on the basis of reading if available otherwise will do the assessment as per the regulation keeping in mind that he entered premises only in April 2019.

Forum further directed that during pendency of case, connection will not be disconnected and respondent will submit the compliance on the next date of hearing which was fixed for 05.02.2020.

In the meantime, complainant has submitted his satisfaction letter dated 13.01.2020 that the matter has been resolved and he is satisfied with the redressal of his grievance and has no further issue with BSES regarding his complaint.

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Since the respondent has revised the bill of consumer as per direction of the Forum and complainant has submitted his satisfaction letter that his grievance has been resolved, nothing remains to be adjudicated upon by the Forum. Accordingly, case is disposed off.

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

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

Sd/-
(Atul Nigam)
Chairman

