

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 -133/2019/F2/...42

Dated : ...13/2/2020

Sh. Sandeep Dhanjal
M/s Delhi Electricals
WZ-442, Madipur Village,
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 (02 pages)

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No: CG - 133/2019

In the matter of:

Sh. Sandeep Dhanjal
M/s Delhi Electricals
WZ-442, Madipur Village,
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 (L) |
| 3. | Mrs. Monika Taneja | - | Member (CRM) |

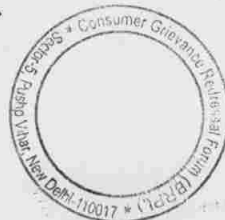
(Date of Order: 28.01.2020)

ORDER

Briefly stated case of the complainant is that he was receiving excess bills for CA No. 100150800 in the year 2018 and that after many visits to the division office his meter was replaced in April 2019 and after replacement of meter he started getting correct bills. Therefore, complainant requested for the refund of the excess amount he paid earlier.

Respondent submitted their reply letter dated 09.01.2020 that bill has been revised for the period 06.09.2018 to 10.03.2019 and that now the payable amount is Rs. 7770/- with due date 25.01.2020.

During the hearing on 10.01.2020, both the parties were present. Respondent stated that the meter was defective and was changed in April 2019. After change of



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the meter, correct bill was given to the complainant. Complainant seeks revision of bill issued on old meter period. Respondent argued that old meter was working properly and was tested in the lab, was found OK and was replaced on the request of the complainant. On request of the complainant bill has been revised by doing assessment for six months before change of meter. Complainant stated that they were using shunt capacitor at main line near meter but later on they have installed the capacitor to the individual motors/machines. Respondent told that earlier bills seem to be high due to high consumption of KVAH. After hearing arguments of both the parties, Forum directed respondent to submit the details of the bill revised as well as comparison of KWH before and after change of meter with a copy to complainant and explain the detail to complainant and the matter was adjourned for 07.02.2020.

In the meantime, complainant submitted his satisfaction letter dated 13.01.2020 that as per advice of the Forum, he visited the Division Office and the revised bill has now been explained to him. The complainant is now satisfied with the bill and has no issues with BSES regarding his complaint.

In view of above since the bill has been revised by the respondent and complainant has submitted his satisfaction letter that his grievance has been resolved, case is closed.

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

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

Sd/-
(Atul Nigam)
Chairman

