

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 -138/2019/F2/..35..

Dated : ..10/21/2020..

Sh. Pankaj Mehta

NEW DELHI

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 name 'A. R.' or similar, written in a cursive style.

SECRETARY

Encl: Certified copy of order (02 pages)

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No: CG - 138/2019

In the matter of:

Sh. Pankaj Mehta

NEW DELHI

....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: 27.01.2020)

ORDER

Case of complainant in brief is that fifty per cent subsidy was not given on current month electricity bill of CA No. 103131629 whereas the total units consumed were 302 units. According to Delhi Government subsidy criteria, 50% of the total bill amount should be discounted. Complainant stated that he should have been given this subsidy as he is entitled to the same but it appears that respondent has not given him the subsidy.

Respondent submitted in their reply via e-mail dated 06.12.2019 that as CA No. 103131629 is entitled to staff concession facility hence subsidy cannot be provided under DERC Policy.

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No: CG – 138/2019

Meanwhile, the respondent had submitted that complainant through mail dated 06.01.2020 has said that he is satisfied and that he would like the case to be closed.

In view of the fact that complainant is satisfied with the reply of respondent. Accordingly, case is closed as per satisfaction from the complainant.

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

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

Sd/-
(Atul Nigam)
Chairman

