

# 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 -41/2019/F2/.....2019

Dated : ...7/11/19.....

Mr. Mohit Kumar & Ms. Sunita  
House No.174,  
Villlage and Post Office Jhatikara,  
**NEW DELHI - 110043**

Subject: - Redressal of Grievance by the Forum

Dear Sir,

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.
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 – 41/2019

In the matter of:

Mr. Mohit Kumar & Ms. Sunita  
House No.174,  
Village and Post Office Jhatikara,  
**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 (L)   |
| 3. | Mrs. Monika Taneja | - | Member (CRM) |

Appearance:

Complainant : Mohit Kumar, Complainant  
Hari Kishan, Father of the complainant

Respondent :

1. Shri Brijesh Kumar, Deputy General Manager (O&M), Division – Najafgarh
2. Shri Rajesh Kumar Gupta, Nodal Officer, Nehru Place

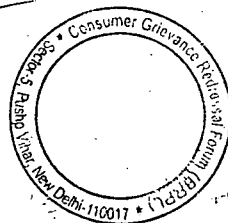
(Date of Hearing: 22.10.2019)

(Date of Order: 25.10.2019)

**ORDER**

**Shri Atul Nigam, Chairman**

Briefly stated case of the complainant is that the pole no. NJFPU632S1 was old and was replaced by a new one but the main black color cable on the pole was still hanging loose. It was mentioned that it was critical because a water tank is near the hanging cable and it could take the flow of current and can cause serious damages. The Complainant complaint several times on the emergency number and subordinate of Najafgarh but no one came to attend the problem. Also, Gulab Singh,



No: CG - 41/2019

MLA Vidhansabha Matiala wrote to them but no wireman came to put the main wiring black color cable on Pole No. NJFPU632S1. Complainant approached respondent regarding the same, however all his efforts went in vain and his grievance was not redressed by BRPL, being aggrieved, complainant filed its complaint before us, which was registered.

On notice respondent appeared and filed its reply and documents on various stages before us.

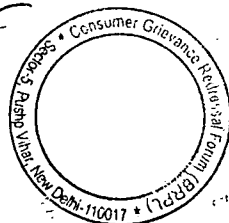
Respondent submitted reply vide letter dated 30.05.2019. In the reply of the respondent submitted that one broken pole was replaced by BSES with new one pole in October 2018 but while supporting the AB cable from this new erected pole, people of Jhatikara village created huge resistance and did not allow the BSES staff to support the AB cable from that particular pole (near N.H-174, BSES pole-NJFPU63). BSES team tried several times to support the AB cable from the mentioned BSES pole but every time villagers created resistance. However, BSES team supported the AB cable from the nearby pole to make it safe for public and has no objection to villagers. They have also submitted a copy of complaint regarding villager's resistance at Chhawla Police Station, New Delhi.

Again respondent submitted their reply vide letter dated 28.06.2019. In the reply of the respondent submitted that the projection of 3.5 feet has been installed at nearby pole and said AB cable has been supported from that pole through projection installed. AB cable is away from the roof and water tank of the consumer and is in safe condition which is clear from the photograph. Also consumer is provided uninterrupted power supply to his premises and there is no issue regarding power supply.

Respondent submitted vide their reply dated 04.10.2019 that as per direction of Forum on 26.09.2019, they submitted an application on 30.09.2019 at DCP office Dwarka and a copy at SHO Chhawla police station and sought police force on 04.10.2019 for the fixing of cable to the concern pole at jhatikra village. But they were not provided any police force for the same. Earlier BSES team tried several times to support the AB cable from concerned pole but every time due to heavy public resistance, AB cable could not be fixed on concerned pole. At present the

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**No: CG – 41/2019**

said AB cable is away from the roof of the consumer and supported from nearby pole. Also consumer is being provided uninterrupted power supply to his premises and there is no issue regarding power supply.

We have heard the parties and have gone through the records and deliberations before us. Complainant has submitted that the pole has been shifted and re-fixes the cables feeding to the complainant house, while observing the safety measures. As per the respondent, they have visited the area and shown some reluctance to visit the area due to local resistance against any sort of work on the pole, therefore, Forum directed respondent to get the work done on 06.08.2019 and in case of any local resistance and respondent can take police protection. During the hearing on 28.08.2019, it was submitted by the respondent that they visited the site to execute the work, as per direction of the Forum on 05.08.2019. However due to local resistance they could not proceed with their work and have come back without executing the work. It is also submitted that they did not seek any police protection and only given the order of the Forum in the concerned police station. Complainant has stated that they did not seek any police protection. Respondent again told that supply to complainant is given through PIERCING connector and cable is at the safe distance from the house.

On the basis of above and on perusal of the available records in case file, we are of the considered opinion that the complainant is getting uninterrupted and safe supply from the network. And respondent has requested DCP district Dwarka as well as sent a copy to SHO, Chhawla police station for providing police help.

Therefore, in our considered opinion we direct respondent to visit the area and try to put the cable on the replaced pole with the help of police protection and action taken report be sent to the Forum with a copy sent to complainant after completion of work.

Accordingly, case is disposed off.

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

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

Sd/-  
(Atul Nigam)  
Chairman

