

# 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 -44/2019/F1/241

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

Shri kshitij Thakur  
A-1/52A, First floor  
Birla Farms, Chatterpur  
**NEW DELHI - 110074**

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 (04 pages).

# CONSUMER GRIEVANCE REDRESSAL FORUM (BRPL)

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No: CG -44/2019

In the matter of:

Shri Kshitij Thakur  
A - 1/52 A, First Floor,  
Birla Farms, Chattarpur,  
**NEW DELHI - 110074**

....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: Not Present

Respondent:

1. Shr R. S. Yadav, Dy. General Manager (F), Division - Saket
2. Shri Rajesh Kr. Gupta, Nodal Officer, Nehru Place

(Date of Hearing: 05.11.2019)

(Date of Order: 15.11.2019)

## ORDER

**Shri Atul Nigam, Chairman**

Briefly, stated case of the complainant Shri Kshitij Thakur is that heavy voltage fluctuation in there in his house and many electrical appliance got damaged. Several complaints lodged by complainant but respondent simply closed his complaint

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without providing any solution. Thereafter, complainant went to BRPL office and contacted to customer care center, finally a lineman was sent who revealed that the power fluctuation is due to overload of existing transformer and therefore BRPL is trying to do a cover up. A written complaint lodged by complainant in BRPL division but within ten days of making the written complaint meter removed in their absence. The act was so surreptitious that even the occupants of the building did not know that the meter had been removed. The meter was reconnected after paying full amount of Rs. 50698/- on the pretext that necessary adjustment will be made in the provisional bill and he has no option but to pay the entire outstanding amount. After the reconnection for further three months, no bills were received and complainant made a complaint again at the BSES office. The bill obtained after three months stated payment of Rs. 50698/- was accounted till 11.11.2018. However, complainant had received another bill of Rs. 21300/-. They provided only relief to pay this bill in two installments. Complainant made a payment of Rs. 12000/- immediately. Complainant is still awaiting resolution after paying this last 12000/-, as LPSC continue to be reflected in their bill.

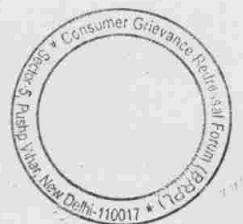
On notice respondent appeared and filed its reply and documents on various stages before us.

Respondent Submitted reply vide their letter dated 07.06.2019 that the connection was disconnected on 04.07.2018 due to non-payment of dues of Rs. 50,690/-. Supply was restored on 15.07.2018 after receipt of full payment. As complainant had already made the payment, LPSC of Rs. 3464/- included in this bill has already been accounted for and hence waiver off this LPSC is not possible at this stage. They had already replied to the complainant on various occasions through their customer care department and through telephonic conversations. Further regarding the voltage fluctuation problem, official of BRPL (O&M) department had already talked to complainant on this issue and whereas, he had expressed satisfaction in respect to this grievance. The outstanding bill is of Rs. 30690/- due by 15.06.2019 and the last payment made by the consumer is Rs. 12000/- on 02.01.2019. The detailed account statement from Nov. 2017 to Oct. 2019 has been submitted.

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Reply of the respondent on dated 01.10.2019 submitted that as directed by the Forum during the personal hearing held on 26.09.2019 on the subject matter, the account statement of January 2018 to September 2019 has been prepared. Moreover, they have already waived off LPSC Rs. 2088.71/- and accordingly the consumer has made the payment. Last payment made by the consumer was on 12.07.2019, since then he has not made any payment. Now the outstanding dues upto September 2019 bill month is Rs. 22,120/-.

Again respondent submitted reply from their O&M department dated 31.10.2019 that the consumer has suffered due to the low voltage and fluctuation problem during peak summer 2019. The problem occurred due to long and overloaded LT network. For instant relief to the consumers of the colony we already laid two nos. new LT circuits to bifurcate the loading of LT network and as observed at present no voltage related issue observed at consumer's end. It is also to inform that, to resolve the issue permanently, they are already in process to implement a new sub-station scheme no. MH19SS4154, MH19NF4145 inside the colony near mandir which will definitely help to resolve the issue in future. The scheme will be implemented very soon.

It is worth mentioning that throughout the proceedings of the case before the Forum complainant did not appear for the last six hearings before us inspite of regular service of notice upon him. He informed his availability till 10.11.2019 by e-mail dated 18.10.2019 but did not turn up even on, 05.11.2019, which was sixth opportunity. Hence, case was reserved for orders on 05.11.2019. Therefore, this inaction of the complainant in pursuing his complaint has unnecessarily prolonged and delayed the proceedings before the Forum. Connection was disconnected on 04.07.2018 due to non-payment of dues of Rs. 50690/-. Supply was restored on 15.07.2018 after receipt of full payment. Respondents have already waived off LPSC Rs. 2088.71/- and accordingly the complainant has made the payment. Regarding voltage fluctuation problem that the respondent is already in process to implement a new sub-station scheme no. MH19SS4154, MH19NF4145 inside the colony near mandir which will definitely help to resolve the issue in future. Last payment made by the consumer was on 12.07.2019, since then he has not made any payment. Now the outstanding dues upto September 2019 bill month is Rs. 22,120/-.

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The Forum observes that it seems that the grievance of the complainant has been redressed as the consumer has not attended the Forum for the last six hearings before us inspite of regular service of notice upon him and it appears that the complainant does not want to submit anything regarding complaint and is satisfied.

Accordingly, case is disposed off.

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

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

Sd/-  
(Atul Nigam)  
Chairman

