

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 -48/2019/F1/.....205

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

Shri Mukesh Khurana
Khurana Farms, Farm No. 10,
Behind Param Hans Mandir Road,
Vasant Kunj,
NEW DELHI - 110070

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 -48/2019

In the matter of:

Shri Mukesh Khurana
Khurana Farms, Farm No. 10,
Behind Param Hans Mandir Road,
Vasant Kunj,
NEW DELHI - 110070

....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: Not Present

Respondent:

1. Shri B.K. Jha, Dy. General Manager (B), Division - Vasant Kunj
2. Shri Rajesh Kumar Gupta, Nodal Officer, Nehru Place

(Date of Hearing: 22.10.2019)

(Date of Order: 30.10.2019)

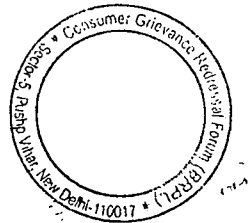
ORDER

Shri Atul Nigam, Chairman

In brief case of the complainant is that Mr. Mukesh Khurana is the owner of the property bearing Khurana Farms, Farm No. 10, Behind Param Hans Mandir, Ram Mandir Road, Vasant kunj, New Delhi-110003 and he has filed a complaint regarding Voltage Fluctuations. Complainant approached respondent regarding the same, however all his efforts went in vain and appropriate redressal of his grievance was

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not provided to him. This resulted in short circuits and blowing off all the equipment in the house. The Complainant has requested to:

1. Reinstate and resume all electricity connection of his house with no additional cost burden.
2. Check and control the supplied voltage and wattage as per the sanctioned loads and parameters by guidelines of Regulatory Authorities of the country.
3. Give an Undertaking that all possible human life loss due to negligence will be covered under insurance henceforth.
4. Pay for losses incurred due to burning blowing off and short circuits on account of ill and badly managed and bad voltage supplied as per Annexure-I.
5. Pay for the inconvenience caused due to ignorance and negligent attitude.

Complainant approached respondent regarding the same, however all his efforts went in vain and his bill assessment was not corrected by BRPL, being aggrieved, complainant filed its complaint before us, which was registered.

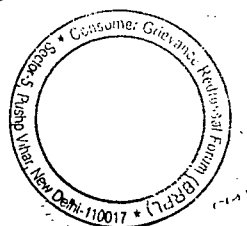
On notice respondent appeared and filed its reply and documents before us.

Respondent submitted reply dated 02.07.2019 that after receiving the complaint on dated 17.08.2018 site was got inspected by SDO Shri Basant Kumar Jha earlier when the incident occurred and we received the communication from the consumer in this matter. During his visit it was revealed that there was no fault on BSES part. The voltage was got checked on dated 20.08.2018 in presence of Shri Mukesh Khurana and was found to be 238 volts on single phase and 418 volts on 3 phase without any fluctuation at the time of inspection. The fault was on the outgoing side after the meter (internal wiring) the same was accepted by the complainant also and has assured also not to escalate the matter further. Complainant has asked for compensation which is unjustified. There are three other consumers also feeding from the same supply there was no problem anywhere. Damage of appliances may be due to internal wiring fault. Respondent is requested to please close the complaint as the grievances have been resolved from their side.

It is mention worthy that throughout the proceedings of the case before the Forum complainant never appeared before us inspite of regular service of notice upon him. Only respondent appeared before the Forum on subsequent dates for clarification

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No: CG – 48/2019

and case was reserved for orders on 22.10.2019. Complainant did not appear even for a single hearing to present his case before us. Therefore, this inaction of the complainant pursuing his complaint has unnecessarily prolonged and delayed the proceedings before the Forum. The feeding lines which is providing him with the electricity supply is feeding to other consumers and in their cases satisfactory letter has been given by one consumer to the effect that the fluctuation has not been in the month of August 2018 and the electricity supply was running satisfactorily and the complainant has not been coming and pursuing the case in spite of given various opportunities. Voltage was checked on 20.08.2019 in the presence of complaint and was found to be 238 volts in single phase and 418 volts without any fluctuation. The fault was in the complainant side (internal wiring).

The Forum observed that the voltage was checked on 20.08.2019 in the presence of complainant and was found to be 238 volts in single phase and taking 418 volts without any fluctuation at the time of inspection. As per respondent, that the fault in the internal wiring of the complainant side. Therefore, the complaint of the complainant has been redressed and the consumer has not attended hearing of the Forum on any dates, it seems that the consumer is fully satisfied.

Accordingly, case is disposed off.

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

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

Sd/-
(Atul Nigam)
Chairman

