

# 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 -53/2019/F1/.28.5

Dated : ...18/12/19...

Smt. Mamta  
House No. 19/9,  
Kishangarh, Vasant Kunj,  
**NEW DELHI - 110070**

Subject: - Redressal of Grievance by the Forum

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).

# CONSUMER GRIEVANCE REDRESSAL FORUM (BRPL)

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act of 2003)

Sub - Station Building, Sector - V, Pushp Vihar,

(Near Saket Court Complex) NEW DELHI - 110017

Phones: 8468952631, 8468935702 Fax: 29564400

Email: [cgrfbrpl@gmail.com](mailto:cgrfbrpl@gmail.com)

No: CG -53/2019

In the matter of:

Smt. Mamta  
House No. 19/9,  
Kishangarh, 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 (Legal) |
| 3. | Mrs. Monika Taneja | - | Member (CRM)   |

Appearance:

Complainant : Not Present

Respondent :

1. Shri Rajesh Kr. Gupta, SO, CO-ordination Cell, Nehru Place

(Date of Hearing: 09.12.2019)

(Date of Order: 12.12.2019)

**ORDER**

**Shri Atul Nigam, Chairman**

Briefly, stated case of the complainant is that she had applied for six new connections on 27.02.2019, survey has been done on 25.03.2019 by Shri Surender Kumar but he did not submit his report after many requests. When she visited alongwith her husband to BSES office at Andheria More, Vasant kunj on 16.04.2019. Respondent told her that new connection registration was invalid as it crossed the time limit of one month, thereafter, complainant again applied for new connection on

GN

ML

ML



1

**No: CG – 53/2019**

16.04.2019 but again survey has been done by same person on 18.04.2019 but they did not bothered to submit report till now. She requested to kindly look into this matter and also requested to consider this case on urgent basis.

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

Respondent Submitted reply through e-mail dated 03.06.2019 that the reason of rejection is "building height is more than 15 metres", thus fire clearance certificate is required.

During the hearing, complainant stated that the earlier plot was divided into three portions and separate dwelling units were constructed and complainant's portion is a middle portion where the height is within permissible limit, which is duly acknowledged by the respondent. Respondent stated that the new connection is not being released because complainant has not furnished her property documents and their property chain. On 19.11.2019, complainant had submitted that the property documents and chain of property given to the respondent and the respondent has also verified the same and they submitted that would be able to release the connection after payment of demand note. On 09.12.2019, respondent stated that they have installed six connections of complainant. Complainant was not present in previous hearing on 29.11.2019 and was also not present on 09.12.2019, it is clear that his grievance has been redressed.

In view of above facts and circumstances, it seems that the grievance of the complainant has been redressed as the consumer has not attended the Forum for the last two hearings before us inspite of regular service of notice upon her and respondent confirmed installation of meters on all the six connections of the complainant.

Accordingly, case is disposed off.

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

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

Sd/-  
(Atul Nigam)  
Chairman

GN

