

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 -58/2019/F2/..185

Dated : ..29/10/19..

Mr. Pervez Ahmed,
O-168-B, Geeta Enclave, Vani Vihar,
Uttam Nagar,
NEW DELHI - 110059

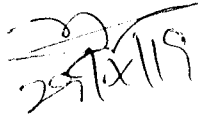
Subject: - Redressal of Grievance by the Forum

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.

Handwritten signature and date: 25/12/19

SECRETARY

Encl: Certified copy of order (02 pages).

CONSUMER GRIEVANCE REDRESSAL FORUM (BRPL)

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(Near Saket Court Complex) NEW DELHI - 110017

Phones: 8468952631, 8468935702 Fax: 29564400

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No: CG -58/2019

In the matter of:

Mr. Pervez Ahmad
O-168-B, Geeta Enclave, Vani Vihar,
Uttam Nagar,
NEW DELHI - 110059

....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 : Asshar Rehman

Respondent :

1. Shri Anil Kumar Rustogi, General Manager (B), Division – Uttam Nagar
2. Shri Rajesh Kr. Arora, Dty. General Manager (B) , Division – Uttam Nagar

(Date of Hearing: 22.10.2019)

(Date of Order: 24.10.2019)

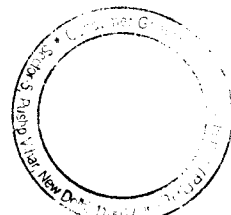
ORDER

Mr. Atul Nigam, Chairman

In brief case of the complainant is that he is living on rent at O-168 B, Geeta Enclave, Street No. 5 Vani Vihar, Uttam Nagar, New Delhi-110059 with CA no. 103171142. Complainant registered a complaint regarding meter fault in the month of June 2019. Meter was checked and it was found burnt and it was changed by BRPL. But BRPL did not correct the monthly bills of complainant June and July, which were so high. Complainant further stated that it was fault from BRPL side why didn't take early action after complaint and he was assured from respondent side

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No: CG – 58/2019

that if the meter was found faulty then get he would a correction of bill. 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 23.09.2019, regarding this connection it is stated as per meter testing lab report, meter could not be tested as meter was burnt. We have also taken inputs regarding consumption and MDI pattern from our Analytic Department and as per them, there is no abnormality found in the consumption and MDI of the said period. Hence, bill is actual and payable.

In view of the facts and circumstances, it is evident that complainant approached to respondent for meter checking but respondent visited the premises on 29.06.2019 and did not check the meter at the site, as per testing report no. 168503. Subsequently meter was replaced on 09.07.2019 due to faulty meter and it was tested in lab on 31.07.2019 and to be found phase input terminal burnt. It appears that meter of the complainant was faulty but assessment was not done by respondent

Therefore, in our considered opinion we direct respondent to get the assessment done for the faulty period of May-June 2019 as per DERC guidelines within 15 days and all the details of the revised bill should be submitted to the Forum with a copy sent to complainant.

Accordingly, case is disposed off.

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

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

Sd/-
(Atul Nigam)
Chairman

