

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 -61/2019/F2/.....231

Dated :14/11/19.....

Shri M.R.Mehmi
F-32,First Floor,
Om Vihar Extension
Uttam Nager
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.

A handwritten signature in black ink, appearing to be the name 'S. S. S.', written in a cursive style.

SECRETARY

Encl: Certified copy of order (03 pages).

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CG – 61/2019

In the matter of :

Shri M. R. Mehmi
F – 32, First Floor,
Om Vihar Extension,
Uttam Nagar,
NEW DELHI - 110059.

.... Complainant

Versus

BSES Rajdhani Power Ltd.
BSES Bhawan, Nehru Place,
NEW DELHI - 110019.

.... Respondent

Coram:

1. Shri Atul Nigam - Chairman
2. Mrs. Nirja Ahuja - Member (Legal)
3. Mrs. Monika Taneja - Member (CRM)

Appearance:

Complainant:

1. Shri M. R. Mehmi

Respondent :

1. Shri Ajit Singh Kadiyan, Head (B) Division Dwarka
2. Shri Rajesh Gupta, SO, Co-ordinating Cell, Nehru Place

(Date of Hearing : 30.10.2019)

(Date of Order: 05.11.2019)

Mr. Atul Nigam, (Chairman):

Briefly stated facts of the case are that the complainant complaint that on 15th August the short circuit was occurred in the electric wire in the parking area of F -32 Om Vihar Extn. Uttam Nagar, New Delhi – 110059 at about 4.30 PM and the smoke was spread in the parking lot. The PCR call was made and the complaint number 19081505016 was lodged

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with customer of BSES at 16.51 PM with a request to send the concerned person immediately to see the fault. But the staff of BSES did not reach there till 7.30 PM instead of so many reminders to them in this regard. On 17th August complainant again sent an email to BRPL – Consumer Relationship, but they refused to entertain it. On 19th August, then he again sent an email to BRPL – Head Customer Care, but they also not responded. Then he sent an email to C.M. Delhi on 22nd August. Then on 23rd August one person contacted him and promised to visit the site, but he did not reach the site to see the fault. At last complainant informed all that they are residing under fear and that they will do the work on 31st August and no one from BSES visited the site till that day. He further stated that they completed the work on 31st August on their own and spent Rs. 4300/- for the said repair.

Complainant prayed for that he is heart patient and due to this he was mentally disturbed. Complainant wants refund the amount of Rs. 4300/- and also wants compensation of Rs. 10,000/- as he was mentally disturbed by BSES Deptt.

On notice, respondent appeared. Respondent submitted that as per concerned department sparking was in meter output cable & same was attended.

During hearing, it was alleged by complainant that there was joint in output cable. This joint was made due to replacement of meter and putting meter at distance by the respondent. Complainant made several phone calls, but action was not taken by BRPL. This shows poor service to the consumer.

Forum observed that fault was in the joint of output cable. Its repair is to be done by consumer. The site inspection reflects poor service of the respondent to the consumer that needs improvement.

In the light of above observations, Forum is of the considered view that responsibility of output cable repair falls on consumer and so he is not entitled for any refund of Rs. 4300/- spent by him or compensation as asked by him.

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CG – 61/2019

Accordingly, the case is disposed off.

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

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

Sd/-
(Atul Nigam)
Chairman

