

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 -65/2019/F1/...//..

Dated : ...16/1/2020.....

Mohd. Ghalib
E-75, Abul Fazal Enclave-II
Jamia Nagar
NEW DELHI - 110025

Subject: - Redressal of Grievance by the Forum

Dear Sir / 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)

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No: CG – 65/2019

In the matter of:

Mohd. Ghalib
E-75, Abul Fazal Enclave-II
Jamia Nagar
NEW DELHI - 110025.

....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. Mr. Pradeep Soni, Commercial Officer (B), Division – Sarita Vihar
2. Ms. Palka Rani, Asst. Finance Officer (B), Division –Sarita Vihar

(Date of Hearing: 12.12.2019)

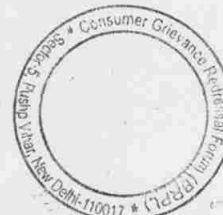
(Date of Order: 24.12.2019)

ORDER

Shri Atul Nigam, Chairman

Briefly stated case of the complainant is that bill generated for CA No. 101994960 is incorrect and that he has not received his monthly bill on mail which is already registered, complainant wants immediate action.

GN



No: CG – 65/2019

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

Respondent submitted their reply dated 01.11.2019 stating that the bills of complainant connection were thoroughly checked and were found in order and bills raised on actual reading basis. They further submitted that Rs. 600/- was debited for enhancement of load from 1.00 kw to 2.00 kw on 01.07.2019. As per DERC regulations, sanctioned load is required to be revised based upon average of maximum demand readings recorded in any four consecutive calendar months in the preceding financial year vide DERC (Supply code and Performance Standards) Regulation 2017 (4)(i). Accordingly, the load was enhanced from 1 kw to 2 kw on the basis of MDI recorded in Financial Year 2018-19. Rs. 600/- was debited in consumer's account for load enhancement from 1 kw to 2 kw in the month of July 2019. Moreover, the meter was also tested on 19.09.2019 and results were found to be within limit. An amount of Rs. 236/- was debited in consumer's account for meter testing in the month of September 2019. A statement of account of bills from January 2019 to October 2019 was summarized and provided with the reply.

It is worth mentioning that throughout the proceedings of the case before the Forum complainant did not appear before us inspite of regular service of notice upon him.

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 three hearings before us inspite of regular service of notice upon him and it appears that the complainant does not wish to submit anything else regarding complaint and is satisfied. Furthermore, bills of the said connection have been checked and found to be in order as stated by respondent and bills have been raised on actual reading basis and hence are payable. Also the meter has been checked for its accuracy and results found within permissible limits.

In view of above case is disposed off.

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

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

Sd/-
(Atul Nigam)
Chairman

GN

