

# 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 -68/2019/F2/...286

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

Shri Shammi  
J-2, Nightingale Apartments  
Vikaspuri, Near Oxford School,  
**NEW DELHI - 110018**

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 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 -68/2019

In the matter of:

Shri S. Rammi  
J-2, Nightingale Apartments  
Vikaspuri, Near Oxford School,  
**NEW DELHI - 110018**

.... 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 Surender Chandra, Commercial Officer (B), Division - Vikaspuri
2. 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 he received an electricity bill vide no. 10003690268 dated 09.09.2019 an amount of Rs. 766.60/- which was reflected higher side. Complainant does not know which period does this arrear pertains to him. Complainant requested to remove the charges for the period from 20.03.2019 to 29.03.2019 as mentioned in the bill no. 10003672653 generated on 30.08.2019.

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**No: CG – 68/2019**

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

Respondent Submitted reply through e-mail dated 30.10.2019 that the earlier demand of Rs. 1073.55/- w.e.f. 20.03.2019 to 29.03.2019 reversed and revised bill of Rs. 513.15/- (not to pay). This information sent to the complainant and the matter has been resolved.

It is worth mentioning that throughout the proceedings of the case before the Forum complainant did not appear for the last three hearings before us inspite of regular service of notice upon. However, respondent had submitted that complainant's bill has been revised and copy of bill sent to 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 want to submit anything regarding complaint and is satisfied.

Accordingly, case is disposed off.

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

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

Sd/-  
(Atul Nigam)  
Chairman

