

# 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 - 73/2019/F2/.....<sup>39</sup>

Dated : 13/2/2020.....

Dr. Kavita Sharma  
407, Pocket -3,  
Paschim Puri,  
**NEW DELHI - 110063.**

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.

A handwritten signature in black ink, appearing to be the initials 'DE' or similar, written in a cursive style.

SECRETARY

Encl: Certified copy of order (04 pages)

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**CG – 73/2019**

In the matter of :

Dr. Kavita Sharma  
407, Pocket -3,  
Paschim Puri,  
NEW DELHI - 110063.

.... 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:

None

Respondent :

1. Mr Amit Sharma, Sr. Manager (B) Division Punjabi Bagh
2. Shri Rajesh Gupta, SO, Co-ordinating Cell, Nehru Place

(Date of Hearing : 22.01.2020)

(Date of Order: 23.01.2020)

## ORDERS

Briefly stated facts of the case are that the distribution box installed on the wall of complainant house caught fire in the month of June 2019 and only after multiple complaints, the team from respondent office came to attend the fire accident. The police was also called to intervene in the matter and a FIR was lodged. The temporary fix was done by the team and they said that they will install the new box and fix the hanging wires.

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But no one turned up till many days, then complainant followed up with them and they said that they did not have any box in store. After many months of the accident, no action has been taken to correct the burnt box and the open hanging wires, which are very risky to their lives.

On notice, respondent appeared and filed their reply dated 20.12.2019. Respondent submitted that the distribution system of electricity in the Pocket – 3, Paschim Puri is under ground and Distribution Box (DB) installed on the wall of consumers, from where supply is distributed through service cables. This type of distribution system is from the beginning of electrification. This system can not be changed into over head system because lanes are very narrow and every house has extended the balcony. The complainant has also illegally extended the balcony of his premises. Respondents stated that they asked the consumer to install a pole in front of the premise so that DB can be installed on that pole but consumer denied and said that he will further extend the balcony and house so pole can not be erected.

Respondents also said that the matter involving similar issue relating to same premises has already been deliberated in CGRF in 2015 vide case no. CG -208/2015. In regard to sparking /fire they submit that as the load demand is increasing day by day and becomes very high in summer days a flash has occurred in Distribution Box which has been timely managed by respondents and supply of the premises has been restored timely and old DB which was burnt was removed. But when their team went to install the new D.B. for safe and smooth supply, consumer resisted and created hindrance and also did not allow team to install the new DB on wall. Consumer is regularly creating hindrances and gathers people when ever their team tries to install a new DB at the premise. They also mentioned that consumer load of the DB can also be divided so that flash in DB will not occur in high demand months but consumer also denied for the same as he wants to extend the balcony and / or house. DBs are also installed on the wall of the other consumers to provide the supply and they are working smoothly there.

*Handwritten signature*

*Handwritten initials*

*Handwritten initials*



Respondents further stated that without installation of the D.B. and pole in the lane, it is not possible to provide the supply to the consumer as meters are also installed in the premises to give the supply. They stated that old DB has already been removed & supply is made direct. If consumer can provide any alternate space which is feasible, then new DB can be installed on pole which will be erected at the space provided by the complainant.

Said matter has been listed four times before Forum, however on all the hearings neither complainant nor his representative was present. Respondent who were present stated that they have been in touch with the complainant who lives along with his family have extended the balcony of his house. According to them, the unauthorized construction i.e. extension of balcony is done by the complainant and when approached for installation of distribution box, resistance was shown by the family members. Respondent has shown their inability to carry out their official duty due to non co-operation of complainant. Respondent informed that they have given notice to the consumer for fixing the distribution box required for safety of the connection but consumer is neither co-operating nor providing space for installing the DB. Notice has already been served to consumer in this regard. During the hearing, respondent was directed to submit the copy of notice for the record of Forum. Respondent has provided copy of notice as directed by Forum.

On perusal of the documents available on record and the arguments advanced by respondents, Forum is of the opinion that complainant is not co-operating with respondent in installing the DB and the pole in the lane. Respondents have several times approached the complainant for installation of pole and DB on that pole but complainant has not allowed them to do so. Complainant in spite of various opportunities to appear in the Forum has also not appeared before Forum to represent their case. It appears that the complainant is not interested in pursuing the matter. Also they are not co-operating with respondent in installation of pole and DB.

In view of above, we are of the considered opinion that DB can be installed on the wall of complainant, if he permits or that till such time space is not provided by complainant /consumer for installation of pole, DB can not be installed out of wall. However, we are also

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**CG – 73/2019**

of the view that respondent should prepare schemes of hazard free power supply system and get them approved from competent authority in future. They should give report regarding steps being taken in this regard.

Since nothing remains to be adjudicated, the case is disposed off.

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

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

Sd/-  
(Atul Nigam)  
Chairman

