

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 -80/2019/F2/...260

Dated : ..29/11/19.....

Smt. Anita
RZ - 20 / A, Gali No. 0,
Main Sagarpur,
South West District,
NEW DELHI - 110046.

Subject: - Redressal of Grievance by the Forum

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.

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29/11/19
SECRETARY

Encl: Certified copy of order (03 pages).

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CG – 80/2019

In the matter of :

Smt. Anita
RZ – 20 / A, Gali No. 0,
Main Sagarpur,
South West District,
NEW DELHI - 110046.

.... 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. Mrs. Anita

Respondent :

1. Shri Anil Kaushik, DGM (B) Division Palam
2. Shri Rajesh Gupta, SO, Co-ordinating Cell, Nehru Place

(Date of Hearing : 19.11.2019)

(Date of Order: 22.11.2019)

Mr. Atul Nigam, (Chairman):

Briefly stated facts of the case are that the complainant had applied for removal of her electricity meter against CA No. 150206949 vide application no. 1023395564. But BSES has refused to disconnect her meter services. She further stated that she is not using

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electricity from this meter any more and shall not be liable to pay any future bills for the same meter.

On notice, respondent appeared and filed its reply before us. Respondent submitted -

“That the consumer applied for disconnection of the electricity meter vide order No. 1023395564 on 03.09.2019 against CA No. 150206949. Disconnection could not be executed due to refusal of person (Present at site).

Request for disconnection was again lodged vide order No. 1023479067 on 13.09.2019, but the order stood cancelled due to site being locked.

There seems to be dispute of ownership / occupancy. Hence, consumer is to be advised to open the lock of premises and ensure his presence at the time of disconnection, so that meter & service line could be removed.

In the light of the above facts, it is prayed to the Hon'ble Forum case to be closed.”

During hearing, complainant stated that they had applied for disconnection and despite repeated reminders, respondent has not been disconnecting the connection. According to respondent, there is a property dispute. CA No. 150206949 is running in the name of Mr. Mukesh Kumar, sanctioned load 3 KW. Complainant Smt. Anita W/o Late Shri Mukesh Kumar had applied for disconnection of this connection, after clearing the dues in September 2019. Respondent stated that meter is locked in the said premises and can not be removed. However, they stated that disconnection can be done from pole. During course of hearing, the complainant stated that there is a dispute of the said property, as the tenant who is staying in the premises is illegally staying there. The case is pending in the Civil Court.

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Keeping in view the present status, the Forum is of the opinion that since the property dispute is pending in the Civil Court, it will not be justifiable to pass any orders regarding disconnection of connection in dispute.

In view of above, the case is closed and disposed off.

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

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

Sd/-
(Atul Nigam)
Chairman

