

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 -81/2019/F1/...31..

Dated : 30/1/2020

Mohd. Rashid
E-692, 5th Floor,
Left side, Jaitpur Extn. Part 2
Badarpur
NEW DELHI - 110044.

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 (03 pages)

CONSUMER GRIEVANCE REDRESSAL FORUM (BRPL)

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act of 2003)

Sub - Station Building, Sector - V, Pushp Vihar,

(Near Saket Court Complex) NEW DELHI - 110017

Phones: 8468952631, 8468935702 Fax: 29564400

Email: cgrfbrpl@gmail.com

No: CG - 81/2019

In the matter of:

Mohd. Rashid
E-692, 5th Floor,
Left side, Jaitpur Extn. Part 2
Badarpur
NEW DELHI - 110044.

....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 : Mohd. Rashid

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: 02.01.2020)

ORDER

Shri Atul Nigam, Chairman

Briefly stated case of the complainant is that August onwards his monthly electricity bills coming high. Complainant further stated that meter testing reading which has been provided to him by BRPL side was incorrect and he was not satisfied with that meter reading as it was false and incorrect. So he requested to get his meter checking done from some other agencies and also check all of his previous meter

GN

ML

ML



ML

No: CG – 81/2019

readings as they were very much less and accurate rather than what has been provided from BRPL side.

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

Respondent submitted their reply dated 07.11.2019 that bill of above noted connection was thoroughly checked and found in order. Bills were raised on actual reading basis. They further submitted that meter was tested on 16.09.2019 and the meter was found OK and the results were within permissible limit. The Consumer was still not satisfied with results and requested for a third party meter testing. Complainant was provided with address of the third party meter testing laboratory i.e. CPRI, Govt. of NCT Delhi, Deptt. Of Power, Public Grievances Cell, Tagore Road, Minto Road, New Delhi-110002, by depositing an amount of Rs. 200/- for single phase meter and Rs. 500/- for three phase meter through demand draft in favour of "Delhi Transco Ltd." The statement of accounts from November 2018 to November 2019 was summarized and attached with the reply.

We have heard the parties at length and have also gone through the documents filed by both parties before us and have examined the same. The complainant alleged that the meter at his premises was not in order and it was showing high consumption and he want testing of meter from some other agencies. Respondent submitted that the complainant used higher load i.e. 3.29KW more than sanction load i.e. 1KW which has been proved by the MDI record filed before the Forum by respondent. Meter testing has been also carried out on 16.09.2019 and it was found running within permissible limit. Testing report certificate no. A175036 dated 16.09.2019 was duly signed by complainant's representative.

We have also perused the data placed before us and find that consumption pattern of the complainant house remained similar for the previous years. It shows that complainant consumed 605 units in July 2018 and reading was downloaded on 05.08.2018 and 641 units in July 2019 and reading was downloaded on 03.08.2019 which is comparable.

GN

ML

is

hoy



No: CG – 81/2019

In view of above facts and circumstances, we do not have any reason to believe that there was any fault in the meter of the complainant. Since readings are downloaded therefore, complainant is bound to pay the billed amount as there is no infirmity in the bills prepared by the respondent. Respondent has also provided the address of the third party testing laboratory to the complainant as per his request. Action will be taken by respondent on receipt of the result of third party testing report.

Accordingly, case is disposed off.

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

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

Sd/-
(Atul Nigam)
Chairman

