

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 -94/2019/F1/.....³²

Dated : 30/1/2020

Mr. Ramesh Anand

NEW DELHI

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 - 94/2019

In the matter of:

Mr. Ramesh Anand

NEW DELHI

....Complainant

Versus

BSES Rajdhani Power Ltd.
BSES Bhawan, Nehru Place,
NEW DELHI - 110019.

... Respondent

Coram:

- | | | | |
|----|--------------------|---|--------------|
| 1. | Mr. Atul Nigam | - | Chairman |
| 3. | Mrs. Monika Taneja | - | Member (CRM) |

Appearance:

Complainant : Not Present

Respondent :

1. Shamim Khan, Commercial Officer (B), Division - Sarita Vihar

(Date of Hearing: 20.01.2020)

(Date of Order: 27.01.2020)

ORDER

Briefly stated case of the complainant is that he was excessively charged for the bill of the period 29.09.2018 to 29.10.2018 amounting to Rs. 5450/- with due date 19.11.2018 and the bill was paid on time. Since his consumption was very less, he applied for load reduction and was assured that necessary action would be taken and would reflect in the next bill but no action was taken and so he requested for refund of fixed charges.

GN



1.

No: CG – 94/2019

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

Respondent submitted their reply dated 12.12.2019 that the consumer sanctioned load was enhanced on 01.07.2018 from 2KVA to 3KVA. It was reduced on 23.10.2019 from 3KVA to 1KVA on consumer request dated 19.10.2019. Consumer complained about wrong billing of Rs. 5450/- which is non-factual and that total bill of Rs. 5450/- includes amount of Rs. 4500/- for security and the bill is OK. Now, the bill of the above noted connection checked and found in order. The current outstanding bill is Rs. 7751.81/- in credit (not to pay).

The statement of accounts balance and other information is provided.

We have heard the respondent and have also gone through the documents filed by both parties before us and have examined the same. Respondent stated that the load has already been reduced from 3KVA to 1KVA on the application of the complainant and that they have submitted the bill of Rs. 7751/- credit amount and Zero payment.

In view of above facts and circumstances, respondent stated that they have reduced his load from 3KVA to 1KVA. The grievance of the complainant has been redressed, as consumer has not attend the hearing on all the three occasions dated 29.11.2019, 20.12.2019 and 20.01.2020. In view of this the Forum has observed that consumer is not interested to appear before the Forum, it appears that the complainant is satisfied with the action taken by respondent.

Accordingly, case is disposed off.

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

Sd/-
(Atul Nigam)
Chairman

