

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 -99/2019/F1/.....270

Dated : 9/12/19.....

Sh.Mandeep Rana
Kh.No.19/1,Shalapur
Bijwasan
NEW DELHI - 110061

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.

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 (04 pages).

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CG – 99/2019

In the matter of :

Shri Mandeep Rana
Kh. No. 19 /1, Shalapur,
Bijwasan,
NEW DELHI - 110061.

.... 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. Shri Mandeep Rana

Respondent :

1. Shri Amitabh Srivastava, Manager (B) Division Vasant Kunj
2. Shri Rajesh Gupta, SO, Co-ordinating Cell, Nehru Place

(Date of Hearing : 29.11.2019)

(Date of Order: 03.12.2019)

Mrs. Monika Taneja, Member (CRM):

Briefly stated facts of the case are that the complainant had filed this complaint, in which he had alleged that the load was enhanced by the respondent in June 2018 was not done as per the DERC Regulations. He had filed a complaint earlier in the Forum, in which he had complained that the procedure as prescribed by DERC (Supply Code & Performance Standards) Regulations was not followed. He had further approached the Hon'ble

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Ombudsman in March 2019, where the order was passed, whereby Hon'ble Ombudsman had noted that the enhancement of load was not done as per the Section 17 & 28 of the DERC Regulations, however enhancement of the load was technically correct and was as per the DERC Regulations and complainant was directed to pay but it was stated that the procedure laid down was not followed for the enhancement of the load. He has again filed this complaint before us, in which he has alleged that the load reduction has not been done as per DERC Regulations and the bill is being charged at a higher tariff. He has requested to kindly revise the load to the reduced consumption as per the records and also charge him at the agriculture rate after the revision. He further stated that the electricity supply was disconnected without following the procedure / guidelines as per the DERC Regulations. He has also sought compensation for the same.

On notice, respondent appeared and filed their reply on 29.11.2019, copy of which was given to the complainant, in which they stated that the electricity load of the consumer has been revised as desired to 20 KW w.e.f. 27.06.2019 and the tariff category also has been restored as 'agricultural' and this has been done in accordance with the eligibility standards.

They further stated that pursuant to revision of sanctioned load by the licensee as mandated by DERC Supply Code and Performance Standards, 2017 Regulations 17(4) (i) done w.e.f. July 1, 2018, whereby the load was revised to 21 KW as per the guidelines of the regulation, the load could only be revised further after a period of six months as provided in Regulation 17 (4) (vii). This however, is subject to eligibility provided in Regulation 17 (3) (vi) which reads as, "The reduction of load shall be limited to the highest of average of any 4 (four) consecutive months maximum demand readings of last 12 (twelve) months".

Respondents further stated that till December 2019 load usage had been high average of 23.6 KV. Load reduction was possible only w.e.f. 27.06.2019 when the consecutive MDI reduced to 20 KV.

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MDI chart for the period February 2018 to June 2019 was provided as per table below, which showed that the sanctioned load could only be revised in the month of June 2019, as per eligibility.

Device	Register	Meter Reading date	Meter Reading status	MDI Recorded
27212598	4	6/24/2019	1	12.26
27212598	4	5/23/2019	7	11.84
27212598	4	4/27/2019	7	11.6
27212598	4	3/27/2019	7	11.86
27212598	4	1/25/2019	7	11.6
27212598	4	12/26/2018	7	23.6
27212598	4	10/27/2018	7	20.5
27212598	4	9/26/2018	7	23
27212598	4	8/24/2018	7	23.2
27212598	4	7/25/2018	7	25.06
27212598	4	6/26/2018	7	24.66
27212598	4	5/28/2018	7	25.18
27212598	4	4/26/2018	7	24.54
27212598	4	2/21/2018	7	23.94

Respondents submitted that the tariff category has also been revised and said that as per Regulation 17 (4) of DERC Supply Code, the review of sanctioned load is done annually by the licensee so as to provide adequate benefit to the consumers.

As regards disconnection of supply, respondents submitted that the connection was disconnected due to unpaid dues amounting to Rs. 1,52,840/- in accordance with Sec 56 (1) of Electricity Act 2003. As consumer cleared the dues on 06.09.2019, the connection was subsequently reconnected and supply restored.

During hearing, the Forum had directed respondent to follow the procedure established by DERC Regulations and further advised the respondent to attend to their consumers in a cordial manner and give importance to their grievance when they approached the respondent in their Offices.

After hearing both the parties & perusal of the documents, Forum is of considered view that electricity load of consumer has been revised to 20 KW as desired by the consumer / complainant and also his category has been restored as 'Agriculture'. Consumer's grievance is redressed by the respondent, which has been carried out as per regulations.

In view of above, the case stands disposed off.

Sd/-

(Mrs. Monika Taneja)
Member (CRM)

Sd/-

(Mrs. Nirja Ahuja)
Member (Legal)

Sd/-

(Atul Nigam)
Chairman

