

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: 32978194, 32978195 Tele Fax: 29564400

Email: cgrfbrpl@gmail.com

No: CG – 175/2013/F2/...466

Dated: ...22/4/15...

Shri Rejimon C. K.
Vice President
Dwarka Forum,
Flat No. 453, Plot No. 4,
Sector – 22, Dwarka,
NEW DELHI - 110077.

Subject: - Redressal of Grievance by the Forum

Dear Sir,

Please find the enclosed herewith a certified copy of the Order passed by the Forum as per your complaint dated 19.03.2013.

If you are not satisfied with this order, you can file your representation before the Electricity Ombudsman within 30 days at the address given below:

The Electricity Ombudsman
B – 53, Paschimi Marg,
Vasant Vihar
New Delhi – 110057

The representation is to be filed under clause 9 (12) of the DERC (Guidelines for establishment of Forum for redressal of grievances of the consumers and Ombudsman) Regulations, 2003.

The representation should contain all the elements specified in the clause 20 of the above Regulations, 2003, which are given below:-

1. Any complainant, aggrieved by orders of the Forum may himself or through his authorized representative make a representation in writing to the Ombudsman.

2. The representation shall state clearly:

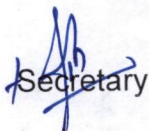
- (i) The name/s and address of the consumer/s, service connection number, category, the name of the local licensees' office, against which the representation is made, the facts giving rise to the representation, the grounds thereof, the relief sought from the Ombudsman.
- (ii) The name of the Forum, 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: As above (04 pages).

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CG – 175 /2013

In the matter of :

Shri Rejimon C. K.
Vice President
Dwarka Forum,
Flat No. 453, Plot No. 4,
Sector – 22, Dwarka,
NEW DELHI - 110077.

.... Complainant

Versus

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

.... Respondent

Coram:

- | | | | |
|----|--------------------|---|----------------|
| 1. | Shri M. K. Garg | - | Chairman |
| 2. | Mrs. Smita Shankar | - | Member (Legal) |

Appearance:

Complainant:

None

Respondent :

1. Shri Narendra Paliwal, GM (B) Division Palam
2. Shri Saurabh Pathak, AM (PS) Division Palam
3. Ms Soma Pal, DFO (B) Division Palam
4. Shri Prashant Saxena, AM, Co-ordinating Cell, Nehru Place

(Date of Hearing : 25.02.2015)

(Date of Order : 06.04.2015)

ORDER

Mr. M. K. Garg, Chairman

- 1) In this case, the Forum has already passed the order vide No. CG-175/2013/F2/1950 dated 10.09.2013. The consumer has approached in the office of

Shri M. K. Garg



M. K. Garg

Electricity Ombudsman. The Hon'ble Electricity Ombudsman has directed this Forum to re-hear each issue on merits giving adequate time for the complainant to be present.

2) During the deliberations on 20.03.2014, the complainant was not present. Shri Narender Paliwal, GM (B) Division Palam was present along with Shri Saurabh Pathak, AM (PS) on behalf of the respondent. The respondent has submitted that he has not received the order of the Ombudsman and a copy has been given to him and he has been asked to submit the detailed reply within week's time and also send a copy to the complainant duly acknowledged. The respondent was directed to examine the file because it is a referred case from Hon'ble Ombudsman to reopen and rehearing on merit and the matter was adjourned for 15.05.2014.

3) In their reply dated 23.04.2014, the respondent submitted that –

“The consumer has requested for third party meter testing for which we have already replied vide this office letter no. BM(D)PLM/169 dated 06.05.2013 that company have no such facility exist presently for third party testing and we are not able to process the third party meter testing as per consumer request. We have talked to the consumer telephonically for meter testing in the presence of consumer as well as for the installation of check meter, but consumer refused for BRPL Meter testing and installation of check meter”.

4) On 15.05.2014, the complainant was not present. Ms Soma Pal, AFO (B) Division Palam was present on behalf of the respondent. Since the complainant was not present, one more opportunity was given to him and the case was adjourned for 17.07.2014.

5) On 17.07.2014, the complainant was not present. Ms Soma Pal, AFO (B) Division Palam was present on behalf of the respondent. The respondent has been directed

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during the last hearing to produce details of 3rd party meter testing facility available to the consumer, the notification of DERC. Last opportunity was given to both the parties and the matter was adjourned for 18.09.2014.

- 6) On 18.09.2014, the complainant was not present. Shri Saurabh Pathak, AM (PS) Division Palam was present on behalf of the respondent. Since the complainant was not present, one more opportunity was given to him and the case was adjourned for 10.11.2014.
- 7) On 10.11.2014, the complainant was not present. Ms Soma Pal, AFO (B) Division Palam was present on behalf of the respondent. The main issue regarding complainant wants third party testing and the respondent has produced a DERC order dated 16.07.2014, wherein it has been mentioned that CPRI is an independent third party lab for carrying out meter testing. The P.G. Cell was directed to finalize the commercial terms and conditions, which are still awaited. The respondent was directed to bring the status and also expedite the same. The reply should also be given to the complainant and the matter was adjourned for 11.12.2014.
- 8) On 11.12.2014, the complainant was not present. Ms Soma Pal, AFO (B) Division Palam was present on behalf of the respondent. It is a case of third party testing being insisted by the consumer. According to the respondent, Power Grievances Cell has invited the bids for third party testing facility, which is still under process and funds have already been paid by DERC in this regard. Let the respondent submit a detailed status on the next date of hearing which is fixed for 21.01.2015.
- 9) On 21.01.2015, the complainant was not present. Shri Saurabh Pathak, AM (PS) Division Palam was present on behalf of the respondent. One last opportunity was given to the complainant to be present on the next date of hearing otherwise the decision will be as per the documents available on records. The respondent is to bring the detailed reply starting from the date, when the complainant made the complaint i.e. June 2013 and will produce personally in the office of CGRF and the matter was adjourned for 25.02.2015.

Shri Saurabh Pathak



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10) On 25.02.2015, the complainant was not present. Shri Narender Paliwal, GM (B) Division Palam was present along with Ms Soma Pal, DFO on behalf of the respondent. The main issue involved in this case is third party meter testing for which the respondent stated that he has already sent a letter dated 24.02.2015 along with the copy of the Govt. of NCT of Delhi letter dated 29.01.2015 / 02.02.2015, advising the complainant to contact Public Grievances Cell with a request fee for the test i.e. Rs. 200/- for single phase or Rs. 500/- for three phase meter. Since now the facility for third party meter testing has started and consumer has been advised to contact the appropriate Forum. The complaint gets resolved and hence ordered to be closed & disposed off accordingly.

Sd/-

(Mrs. Smita Shankar)
Member (Legal)

Sd/-

(M. K. Garg)
Chairman

