

OFFICE OF THE ELECTRICITY OMBUDSMAN

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

B-53, Paschimi Marg, Vasant Vihar, New Delhi-110057

(Phone No.: 011-26144979)

Appeal No.02/2024

(Against the CGRF-BYPL's order dated 12.01.2024 in CG No. 357/2023)

IN THE MATTER OF

Smt. Mala Devi

Vs.

BSES Yamuna Power Limited

Present:

Appellant : None appeared on behalf of Appellant.

Respondent: Shri Ravinder Bist & Ms Chavi Rani (Legal Officers)

Date of Hearing: 20.03.2024

Date of Order: 20.03.2024

ORDER

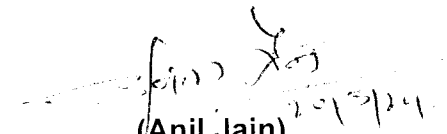
1. The matter was last heard on 21.02.2024 when the Respondent was directed to consider the feasible option and to submit a resolution, if any, arrived at, before the next date.

2. Today, the Respondent has submitted a communication dated 20.03.2024, inter-alia, mentioning as under:

"It is stated that now respondent has installed one double pole mounted 25 KVA three phase transformer bearing no.DL1LDTRMS0 2555554 having serial no.48561 at about distance of 200 meters from the premises of the complainant. The photograph of said transformer is attached herewith.

The process of load enhancement has been initiated and as soon as formalities like laying of underground service cable from pole to premises of complainant and other codal formalities are fulfilled the load enhancement will take place. The complainant has been duly intimated about the procedure and codal formalities."

3. The Ombudsman appreciates the steps taken by the Respondent towards resolution of the grievance. In the light of the action already initiated, the Respondent may send necessary demand note for payment of the due amount to the Appellant in accordance with the provisions of the DERC Supply Code, 2017 for enabling her to make requisite payment for SLD as well as load enhancement, as requested.
4. The entire action be completed within two months after receipt of due payment from the Appellant and action taken report submitted to the O/o Electricity Ombudsman.
5. With these observations, the case is closed.


(Anil Jain)
Electricity Ombudsman
20.03.2024