

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. 10/2021

(Against the CGRF-BRPL's order dated 26.02.2021 in CG. No. 78/2020)

IN THE MATTER OF

Shri I.S. Rajpurohit

Vs.

BSES Rajdhani Power Limited

Present:

Appellant: Shri I. S. Rajpurohit

Respondent: Shri S. Bhattacharjee, Sr. Manager, on behalf of BRPL

Date of Hearing: 12.8.2021, 17.08.2021 & 23.08.2021

Date of Order: 03.09.2021

ORDER

1. The Appeal No. 10/2021 has been filed by Shri I.S. Rajpurohit against the order of the Forum (CGRF-BRPL) dated 26.02.2021 passed in C.G. No. 78/2020. The basic issue concerned in the Appellant's grievance is regarding the change of address in the electricity bill against his electricity connection bearing CA No. 103454475 installed at Khasra No.15/19, 20, 16/16, Chandra Park, Opposite NSUT, Dwarka, New Delhi - 110078.

2. As per the Appellant, the said electricity connection was installed at his plot on 14.08.2008 and the same is in operation at his residence without any hindrance. However, it came to his notice that two mistakes have occurred in the address column of the Electricity Bill issued by the Discom (Respondent). The Appellant applied for making the required corrections in the address on 20.03.2019 alongwith supporting documents to the Discom, so as to carry out the rectification in regular electricity record of CA No. 103454475, but the same were not carried out by them till he approached the CGRF. The Appellant further

submitted that his address was however accordingly changed by the Discom after the intervention and directions of the CGRF.

In addition to the change of address, the Appellant also requested during the hearing in the CGRF that the address before modification/change (as carried out above) be shown in the new column/cage independently created or by reflecting on any side/chest of the bill or, due to lack of space/any other valid reasons, it is not possible, then a certificate/letter of change of address made by the Discom be got issued to him. He further submitted that the CGRF got the address changed in the bill to his satisfaction but the order of the CGRF was silent on the above mentioned request made by him. In view of above referred facts and circumstances, he prayed to direct the Discom to display the amendment made by showing the information on any side of the electricity bill under specific column/heading to be created for the purpose and if in case due to lack of space, it is not possible, then a certificate/letter of change of address made be issued in his favour.


3. The Discom in its reply submitted that the complaint of the Appellant stands redressed during the hearing in the CGRF itself. In fact the grievance of the Appellant was related to some error/correction on the bills regarding address and the same was rectified by them during pendency of the proceeding before the CGRF and therefore nothing survived for redressal thereof and accordingly the complaint was dismissed. The Discom further submitted that the Appellant has failed to point out the issue of law which entitles him to have the billing in the mode and manner as Appellant is seeking. The Appellant cannot dictate the form of billing and which information should it contain. The Discom is guided and bound by the approved form of billing by the DERC and cannot make any change or customize as per the requirement of the consumer. The Appellant in the instant appeal has sought direction to incorporate certain changes in the bill regarding previous billing units etc. or issuance of certificate to that effect. The Appellant must explain the legal ground and basis on which the Appellant is seeking changes in bills format or seeking certificate regarding such information. The bills are prepared on the approved billing form as per DERC Regulation and the Discom cannot be compelled by the Appellant to provide other information which are not mandated under the approved billing form. The information which the Appellant is seeking is already with the Appellant, however, the reason for supply thereof by way of additional information in a bill or certificate, smacks malafide and as such the present Appeal is abuse of the process of law and dehors the legal basis and shows complete ignorance of law and as such there is no merit in the instant Appeal which deserves to be dismissed at the outset.

4. The Appellant did not attend the hearings on 12.08.2021 and 17.08.2021, however, he filed a Rejoinder dated 08.08.2021 which was taken on record. The hearing was finally held on 23.08.2021. During the hearing, the Appellant submitted the copy of the letter dated 05.04.2021 written by him to the CGRF alongwith the letter dated 08.02.2021 written by the Discom to the CGRF, which were also taken on record. The Appellant submitted during the hearing that the Discom had informed the CGRF vide their letter dated 08.02.2021 supra that the correction in the address has been made and therefore nothing survives in the matter. According to the Appellant, this letter should have been addressed to him rather than the CGRF. In view of the above, the Appellant reiterated that the CGRF had ordered instantly to the Discom to supply him with the copy of that letter in addition to reply/disposal on his original application dated 20.03.2019. The Appellant also submitted during the hearing that the above said letter dated 05.04.2021 and 08.02.2021 have been received by him only after filing of the appeal before the Ombudsman. He finally argued that the only issue which now remains to be decided is that the Discom should reply to his original request letter dated 20.03.2019 vide which he had asked for the change of address and the Discom should also communicate to him the date from which the change in address has been effected.

The Discom agreed during the hearing that the required information in reply to his original request letter dated 20.03.2019 will be provided to him by 31.08.2021. Lateron, vide letter dated 27.08.2021, the Discom has apprised this office, that a separate intimation letter dated 26.08.2021 has already been sent to the Appellant through which he has been informed that the address of the electricity connection bearing CA No. 103454475 was corrected on 04.02.2021. The copy of the letter dated 26.08.2021 has also been submitted by the Discom for reference and record in compliance to the decision taken during the hearing on 23.08.2021.

In view of above, the prayer of the Appellant has been complied with by the Discom to his satisfaction and nothing survives in the matter.

Hence, the case stands disposed of accordingly.


(S.C.Vashishta)
Electricity Ombudsman
03.09.2021