

Mr. Singh

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Office of Electricity Ombudsman
(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act, 2003)
B-53, Paschimi Marg, Vasant Vihar, New Delhi – 110 057
(Phone No.: 32506011, Fax No.26141205)

Appeal No. F. ELECT/Ombudsman/2006/124

Appeal against Order dated 25.08.2006 passed by CGRF – BRPL on Case No. CG/214/2006 (K.No.2541 Z035 0947).

In the matter of:

Mrs. Bhagavathy Iyer - Appellant

Versus

M/s BSES - Rajdhani Power Ltd. - Respondent

Present:-

Appellant Mrs. Bhagavathy Iyer attended along with her husband
Shri Moorthy Iyer

Respondent Shri Prashant Verma, Business Manager, BRPL

Date of Hearing: 17.11.2006

Date of Order : 22.11.2006

ORDER NO. OMBUDSMAN/2006/124

The Appellant filed an appeal against the CGRF order dated 25.8.2006 stating that compensation of Rs.500/- awarded by CGRF is not adequate since she has incurred expenditure of Rs.2687/- towards cost of litigation.

After perusal of the contents of appeal, CGRF record and submissions made by both the parties, the case was fixed for hearing on 1.11.2006. Since the appellant made a request for deferring the date of hearing, the case was re-fixed for hearing on 17.11.2006. On 17.11.06 the Appellant attended in person along with her husband.

Shri Prashant Verma, Business Manager attended on behalf of the Respondent Company. During the course of hearing the appellant submitted that the reading of meter is taken at different odd times and different dates each month causing lot of inconvenience to the consumers as meters in this area are installed inside their premises. It is not possible for the appellant to be at home all through the day and, therefore, quite a number of times the Meter Reader goes away without taking reading.

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The second grievance of the appellant is that the bills are not sent regularly and very often the appellant has to incur expenditure to go personally to the office to collect the duplicate bills. Being a person of "below poverty line" incurring such expenditure causes hardships and, therefore, needs to be resolved.

The appellant also complained that very frequently the DISCOM officials come to check the meter in a very daunting manner as if to terrorize the consumers. They also come without any identity card and this causes security problems for them.

Another grievance of the Appellant is that compensation of Rs.500/- awarded by CGRF does not seem to have been credited to her account.

Shri Prashant Verma, Business Manager was directed to respond to these grievances of the appellant.

- i) He has agreed to have the meter reading taken from 1st to 7th of the month between 10.00 AM to 1.00 PM;
- ii) The bills will be sent regularly under acknowledgement of the recipient and if necessary through courier; and
- iii) It will be ensured that the meter is checked only if necessary and the person checking the meter will show his identity card to the appellant.

Shri Prashant Verma, Business Manager was asked to submit a statement regarding demands raised and payments made month-wise from the date of installation of meter i.e. from December 2005 including installments of development charges so that the appellant can know that Rs.500/- is credited to her account and also how many more installments / how much further amount has to be paid by her towards Development Charges.

Shri Prashant Verma, Business Manager has vide his letter dated 21.11.06 submitted a statement (of payments made by the appellant and the position regarding the installments for Development Charges) as directed above (Copy of the said statement is enclosed with this order). This shows a credit of Rs.23.34p in the Bill for the month of November 06. Also three (3) more installments of Rs.83.36p each for the months of December 06, January 07, and February 07 are payable by the appellant towards Development Charges.

Considering the facts and circumstances of the case and the hardships faced by the **Appellant**, **a further compensation of Rs.500/- is awarded to the Appellant in addition to Rs.500/- already allowed by the CGRF.**

The order of CGRF is modified to the extent mentioned above.

अशा मेहरा
(Asha Mehra)
Ombudsman