

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/2007/148

Appeal against Order dated 30.01.2006 passed by CGRF – BRPL on Case No. CG/397/2005 (K.No.25510D140018).

In the matter of:

Mr. S. K. Bhatnagar

- Appellant

Versus

M/s BSES - Rajdhani Power Ltd.

- Respondent

Present:-**Appellant**

Mr. S. K. Bhatnagar

Respondent

Shri S. C. Sharma, Addl. General Manager
Shri Anurag Gupta, Commercial Officer and
Shri Sachin Gupta, Business Manager

Date of Hearing: 31.05.2007

Date of Order : 06.06.2007

ORDER NO. OMBUDSMAN/2007/148

Appeal dated 2.2.2007 is filed by Shri S.K. Bhatnagar on behalf of Shroff Eye Centre against CGRF-BRPL order dated 30.1.2006 in CG No. 397/2005. In his application for condonation of delay in filing the appeal, the appellant has stated that he had to approach the Business Manager of the Discom a number of times to rectify the Current Electricity Bill to implement the CGRF order. Despite his several efforts he did not succeed in getting the CGRF order implemented. Since the CGRF order has not been implemented, he filed the representation with the Ombudsman.

The appeal is infact an application for implementation of the CGRF order which has not been done for more than a year. The facts of the case are that the CGRF passed an order dated 30.1.2006 wherein the Discom was directed to delete the arrears from the Appellant's Bill and to effect the recovery of arrears from Shri Harbans Singh, (the previous consumer) before effecting name change in favour of Dr. Noshir M Shroff and Dr. Cyrus M Shroff. The Discom, however, did not implement the above order of CGRF and the Appellant had to go personally to the Discom office every time the electricity bill was received to get the arrears deleted. In the next bill the arrears were again reflected and so on. Thus, the orders of the CGRF were not implemented because the arrears

payable by Shri Harbans Singh continued to be included in the bill of the Appellant.

Since the only issue was to get the CGRF order implemented, the Discom was in the first instance advised telephonically by the Ombudsman office and later by letters to implement the above order of the CGRF. But despite several letters dated 21.2.2007, 3.4.2007, 25.4.2007 and 17.5.2007 (apart from several telephonic communications), the Discom failed to implement the order of the CGRF. Finally, the case was fixed for hearing on 31.5.2007.

On 31.05.07 Shri S.K. Bhatnagar, Personnel & Estate Manager of the appellant attended.

Shri S.C. Sharma, Additional General Manager of the Discom attended alongwith Shri Anurag Gupta, Commercial Officer and Shri Sachin Gupta, Business Manager.

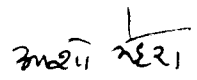
Shri S.C. Sharma, stated that the CGRF order has since been implemented. The delay for implementation was because the Discom was trying to contact Shri Harbans Singh and till he was traced out and the arrears were transferred to his account, the order of the CGRF could not be implemented. Shri Bhatnagar also confirmed that the appellant's electricity bill for the month of May 2007 does not show any arrears and thus the order of the CGRF seems to have been implemented.

In view of the above the grievance of the appellant does not subsist any longer, and the representation of the appellant is disposed of accordingly.

The Discom should have implemented the CGRF order by deleting the arrears from the appellant's account and need not have put him to so much inconvenience till Shri Harbans Singh was traced out. The CGRF had rightly held that arrears did not belong to the Appellant and, therefore, the Discom should have implemented the order immediately.

The Discom is advised to follow the DERC Regulations in regard to the implementation of CGRF/Ombudsman orders in letter and spirit.

If, this had been done earlier, the appellant would not have been compelled to file an appeal/representation in the office of Electricity Ombudsman merely to get the CGRF order implemented.


(Asha Mehra)
Ombudsman