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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)

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**Appeal No. F. ELECT/Ombudsman/2007/210**

Appeal against Order dated 24.08.2007 passed by CGRF – BRPL in case no. CG/201/2007.

**In the matter of:**

Shri Veekul Verma - Appellant

**Versus**

M/s BSES Rajdhani Power Ltd - Respondent

**Present:-**

**Appellant** Shri Veekul Verma, Appellant attended in person

**Respondent** Shri Sujay Chaturvedi, Business Manager,  
Shri C.S. Sakkarwal, Senior Manager attended on Behalf of  
BRPL

**Date of Hearing :** 19.12.2007, 09.01.2008, 16.01.2008

**Date of Order :** 21.01.2008

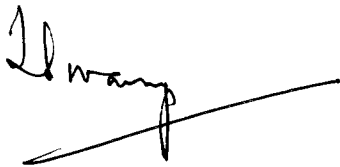
**ORDER NO. OMBUDSMAN/2008/210**

1. The Appellant, Shri Veekul Verma has filed this appeal against the orders dated 24.8.07 of CGRF-BRPL in the case no. CG/201/2007 stating that his premises is without supply of electricity since 12.6.07 and the CGRF instead of passing a definite order on his petition, has passed a suggestive order which is of no use and is illegal, arbitrary and liable to be set aside.
2. The background of the case is as follows:
  - a) The Appellant is running a small scale industry unit at Khasra No.5, Plot no-16, Opp. Pradhan House, Kamruddin Nagar, Nangloi, Delhi. The Respondent is supplying electricity for industrial connection K. No. N2221/5000/1993 sanctioned for

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33.7 KW load for industrial purpose in the name of Smt. Savitri Devi.

- b) The Appellant stated that he has taken the premises on rent and has been making regular payment of electricity bills raised by the Respondent and there are no outstanding dues against the connection. The supply to his premises was disconnected on 12.6.07 and has not been restored despite six complaints made between 21.06.2007 to 26.02.2007.
  - c) Being aggrieved, the Appellant filed a complaint before the CGRF-BRPL on 18.7.07. During the hearing before the CGRF, Respondent officials stated that the appellant after burning of the 990 KVA transformer, the source of supply for his connection, got his load shifted to a 25 KVA transformer, which also got burnt. The Respondent informed that the 990 KVA transformer installed in Kamruddin Nagar had burnt on 15.12.06 due to large scale theft in the area, as such the transformer has not been replaced.
  - d) On 24.8.07 the CGRF passed a order that the Manager (O&M) Mundka may explore the possibility of erecting a pole mounted sub-station at an appropriate place to cater to the requirement of the Appellant. However, for his purpose, the charges estimated will be payable by the Respondent.
3. Not satisfied with the CGRF order the Appellant has filed this appeal with the prayer that:
- i) Direction be issued to the Respondent to restore the electricity supply to the premises of the petitioner through K. No. N-2221/5000/1993 installed in the premises of the petitioner at Kh.No.5, Plot No.6, Opp. Pradhan House, Kamruddin Nagar, Nangloi, Delhi.
  - ii) To set-aside/modify the CGRF order dated 24.08.2007 passed in the complaint case no. CG/201/2007, for directing the officials of the respondent to install the transformer at their own cost, without payment by the complainant/petitioner.
  - iii) To direct the respondent to pay the compensation for not restoring the electricity supply disconnected on mala fide basis and intentionally.



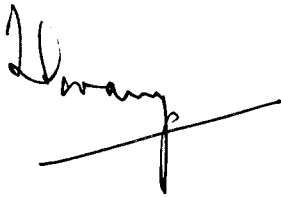
4. After scrutiny of the appeal, the records of the CGRF and the reply/comments submitted by Respondent, the case was fixed for hearing on 19.12.07.

On 19.12.07 the Appellant Shri Veekul Verma was present in person and on behalf of Respondent Shri Sujay Chaturvedi and Shri C. S. Sakkarwal Sr. Manager were present.

5. It was informed by the Appellant that he is running his industrial unit at the said premises for the past several years. The supply, which was disconnected on 12.6.07, has not been restored so far. It was also brought to notice by Appellant that there are a large number of illegal factories operating in the area due to which the transformer gets overloaded and burnt. He stated that the consumers who have got metered supply should not have been deprived of electricity and Respondent should have taken action against the illegal factories running in the area.

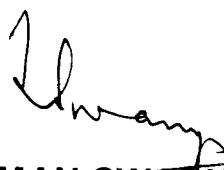
The Respondent stated that due to large scale theft of electricity in the area, the transformers are getting burnt and it is correct that consumers having legal connections are also adversely affected.

6. After hearing both the parties, the Respondent was directed to inspect and suggest
- a) The mode of giving supply to the Appellant from existing functioning transformers. The report was to be given in a week.
  - b) To suggest technological solutions for the theft prone area of Mundka, Ranhola and Kamruddin Nagar to avoid other consumers from complaining before me. A similar case of Deepanshu Public School had earlier come also before me whose supply was not restored after burning of the same transformer.
  - c) A list of illegal and legal consumers, including those misusing connections be prepared. A statement of power supplied to the area and the revenue recovered, be also given. The case was fixed for the next hearing on 9.1.08.
7. On 9.1.08 the Appellant was present in person. No one was present on behalf of the Respondent. The Appellant stated that his supply had been restored w.e.f. 1.1.08. The case was fixed for final hearing on 16.1.08.



8. On 16.1.08 the Appellant was present in person. The Respondent was present through Shri C.S. Sakkarwal, Sr. Manager. Respondent filed a compliance report stating that power supply to the Appellant's connection had been restored and the Appellant accordingly stated he had no further grievance.
9. The Respondent also elaborated on the technical solutions being contemplated for minimizing theft in the area as a long term measure, and the vigilance action being taken to control theft. No written report on this was however filed. It is evident that Respondent is fully aware of the problems of consumers in the area and is taking action for controlling theft.
10. Since this appeal before us by Shri Veekul Verma was with regard to restoration of his supply, and on this limited issue action has been taken by Respondent, to restore the supply, **the order of the CGRF dated 24.08.2007 is set aside, and the case disposed off.**

21<sup>st</sup> January 2008

  
(SUMAN SWARUP)  
OMBUDSMAN  
21.1.08.