

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/2008/243

Appeal against Order dated 26.11.2007 passed by CGRF – BRPL in case no. CG/286/2007.

In the matter of:

Smt. Omkari Devi - Appellant

Versus

M/s BSES Rajdhani Power Ltd - Respondent

Present:-

Appellant Shri Ikbal Singh husband of the Appellant attended

Respondent Shri C.M. Sharma, Business Manager, Nizamuddin, attended on Behalf of BRPL

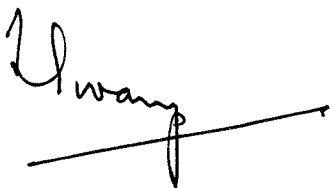
Date of Hearing : 20.02.2008

Date of Order : 22.02.2008

ORDER NO. OMBUDSMAN/2008/243

1. The Appellant, Smt. Omkari Devi, has filed this appeal against the orders of CGRF-BRPL dated 26.11.2007 in case No. CG/286/2007 and has prayed to enhance the compensation of Rs.5000/- granted by CGRF, against the actual loss/expenditure of Rs.1,32,750/- suffered by her, on account of delay in grant of a new connection.
2. The back-ground of the case is as under:
 - i) The Appellant had applied for a new connection on 26.5.2006. Before grant of the connection, pro- rata dues of 12 old connections installed in the premises were claimed by BRPL from the Appellant. The Appellant informed the Respondent vide letter dated 4.4.2007 that his address is 1736/3, Sher Singh Bazar, Kotla Mubarkpur, and not No. 1736, for which old dues are claimed. The Appellant again informed vide letters dated 12.7.2007 and 25.7.2007 that the dues of K. No. 2540C1190177

Page 1 of 3

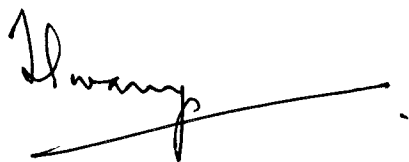


and 2540C4170100 alone are payable by him and requested for a demand note.

- ii) As no action was taken by the Respondent, the Appellant filed a complaint before the CGRF on 8.8.2007.
- iii) The Respondent issued a demand note in the shape of a Pay-in-Slip on 29.8.2007 and the previous dues of 2 connections earlier existing in 1736/3 were paid on the same day by the Appellant
- iv) After payment of the old dues on 29.8.2007, the demand note for a new connection was issued on 16.10.2007 and was paid on 17.10.2007. The meter for the new connection was, however, installed only on 29.10.2007.
- v) The CGRF in its order observed that at the initial stage, the demand note against pro-rata des of 12 old connections was issued to the Appellant erroneously on 19.6.2006, which was revised on the Appellant's complaint on 29.8.2007 i.e. after a period of more than one year. The CGRF further observed that even after payment of the pro-rata dues for two old disconnected connections by the Appellant on 29.8.2007, the demand note for security and service line cum development charges was issued on 17.10.2007 and the meter installed on 29.10.2007. The CGRF further held that it is a classic example of abnormal delay in release / energization of a new connection, causing immense harassment and inconvenience to the Appellant by the concerned officials of BRPL. The CGRF directed that a token compensation of Rs.5,000/- may be given to the Appellant by crediting the amount to the newly installed connection.

Not satisfied with the above orders, the Appellant has filed this appeal for allowing compensation of Rs.1,32,750/- as claimed by him.

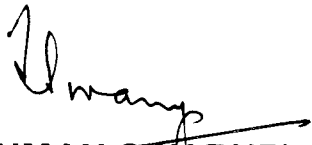
- 3. After scrutiny of the appeal, the records of the CGRF and submissions made by both the parties, the case was fixed for hearing on 20.2.2008. On 20.2.2008 the Appellant was present through Shri Ikbal Singh, husband of the Appellant. The Respondent was present through Shri C.M. Sharma, Business Manager, Nizamuddion.
- 4. Both the parties were heard. The Appellant reiterated the contentions submitted in his appeal. The Respondent informed that the flats have been built in the village on plot No. 1736/3 by a builder, where exact demarcation of the old connections is not possible due to which delay had occurred in grant of a new connection to the Appellant. The revised demand was issued on the representation of the Appellant.



5. The Appellant has filed a copy of the Sale Deed for the property No. 1736/3 purchased by her in 2004. The Respondent informed that after installation of meter on 29.10.2007, the Appellant has not yet shifted there. To this the Appellant responded that she could not shift, as there is no water connection and the matter is still lying pending on account of water dues of the order of Rs.40,000/- for old disconnected connections.
6. The compensation of Rs.1,32,750/- has been claimed by the Appellant on the plea that she could not shift to her new flat for want of an electricity connection. It is also observed that she has still not shifted after installation of the electricity connection, for want of a water connection which has still not been given to her and because repairs are being carried out in the flat. She has thus not suffered any financial loss as a result of the delay in grant of the electricity connection.

In view of the above, the Appellant's plea for compensation of Rs.1,32,750/- for delay in allowing a electricity connection is not maintainable. The CGRF has already given a compensation of Rs.5000/- to the Appellant for the harassment due to delay in the grant of the electricity connection. There is no reason to interfere with the orders of the CGRF. The appeal is accordingly disposed of.

22nd February 2008


(SUMAN SWARUP)
OMBUDSMAN