

**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/2008/246**

Appeal against Order dated 19.10.2008 passed by CGRF–BRPL in case No. CG/260/2007.

**In the matter of:**

Smt. Pushp Lata Sehrawat - Appellant

**Versus**

M/s BSES Rajdhani Power Ltd. - Respondent

**Present:-**

**Appellant** The Appellant was present through his son  
Shri R.K. Sehrawat

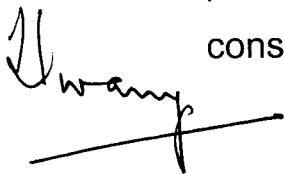
**Respondent** Shri S.K. Kansal, Business Manager,  
Shri R.S. Yadav, Section Officer attended on behalf of  
BRPL

**Dates of Hearing :** 25.02.2008, 11.03.2008, 17.04.2008

**Date of Order :** 30.04.2008

**ORDER NO. OMBUDSMAN/2008/246**

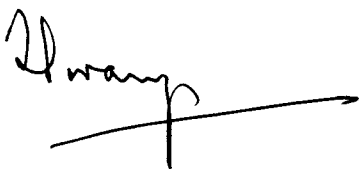
- 1) The Appellant Smt. Pushplata Sehrawat has filed this appeal through her son Shri R. K. Sehrawat against the order of CGRF-BRPL dated 19.10.2007 in case CG No. 260/2007 stating that the points raised by her before the CGRF were not properly considered. Her contention is that the bills raised are not



according to the units consumed. LPSC has been illegally shown in the bills for harassing her and BSES is threatening disconnection of supply. She is ready to pay the correct amount and bills should reflect the payments made since 1997..

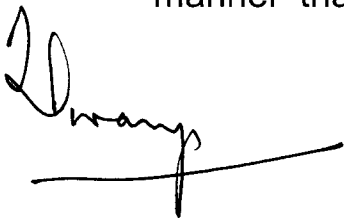
2) The background of the case is as under:

- a) The Appellant is a resident of A-179, Freedom Fighter Enclave, Neb Sarai, New Delhi-110068. The electric connection had been granted in her premises under the policy of "As is where is basis", and bills have been raised on a flat rate basis.
- b) As per the provisions of the "as is where is basis" policy, the Appellant was to pay the development charges in installments. The first installment was of 25% of the total development charges against the plot area, and the remaining was to be paid in 5 equal bi-monthly installments, through the energy bills. The charges were payable at the applicable flat rates w.e.f. 01.06.1997.
- c) The cause of action appears to have arisen when the Business Manager issued a letter dated 12.09.2007 to the Appellant informing her that the scheme of "As is where is basis" is no more to continue and every electric connection is required to be given supply only through the meter. The Appellant was asked to get the outstanding dues cleared, and



to complete the commercial formalities for installation of a meter.

- d) The Appellant sent a reply to the Business Manager, vide her letter dated 13/14.09.2007 that she is ready to get the meter installed. She has been paying the bills regularly. However due to some adjustment of payments, she could not pay some of the bills. She had also applied for waiver under the LPSC waiver scheme in December 2005 and January 2006. She also informed about the payments made and requested for issuance of a correct bill.
- e) The Appellant filed a complaint before the CGRF on 18.09.2007 and requested for settlement of the dues on a correct basis. The Appellant stated in the complaint before the CGRF that she had made the following payment :
- |                  |               |
|------------------|---------------|
| (i) Rs.4688/-    | on 27.08.1997 |
| (ii) Rs.11438/-  | on 31.12.1998 |
| (iii) Rs.12000/- | on 01.01.2001 |
| (iv) Rs.1360/-   | on 02.02.2002 |
| (v) Rs.6080/-    | on 22.02.2003 |
- f) The CGRF in its order directed the Business Manager that a detailed communication be sent to the Appellant furnishing the statement of account and details of the bills to be charged in a manner that each part becomes clear to the Appellant. All



payments made by the Appellant be accounted for and no LPSC be charged. A new meter be installed immediately after the Appellant makes the payments against the revised bill and completes all the commercial formalities.

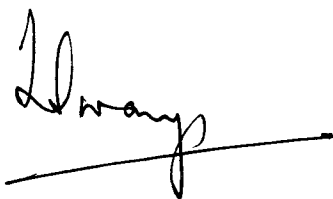
Not satisfied with the CGRF's order, the Appellant has filed this appeal.

- 3) After scrutiny of the contents of the appeal, the CGRF's order and the replies submitted by both the parties, the case was fixed for hearing on 25.02.2008.

On 25.02.2008, the Appellant was present through his son Shri R. K. Sehrawat. The Respondent was present through Shri S. K. Kansal, Business Manager and Shri R. S. Yadav, Section Officer.

Both parties were heard. The Appellant was asked to file all the bills received and details of payments made. The Respondent was asked to file the correct statement of account, a copy of the "as is where is" basis scheme, the LPSC waiver scheme and its application to the Appellant. The case was fixed for next hearing on 11.03.2008.

- 4) On the request of the Appellant, the case was postponed for the next hearing on 17.04.2008.

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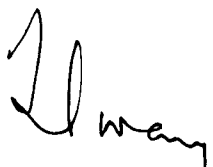
- 5) On 17.04.2008, the Respondent was present through Shri S. K. Kansal, Business Manager and Shri R. S. Yadav, Section Officer.

The Appellant's letter dated 09.04.2008 was taken on record. The Respondent filed the statement of account and a copy was given to the Appellant alongwith a copy of the "as is where is scheme". The Appellant was to file the objections, if any, to the statement of account by 22.04.2008. No objection was filed by the Appellant up to 30.04.2008. The Statement of account produced by the Respondent is prepared up to 06.09.2007 with a net payable amount of Rs.34,931.89/- after adjusting all the payments made by the Appellant, with no levy of LPSC.

- 6) After considering all the facts on record, it is decided that on payment of the revised bill as per the statement of account prepared upto 06.09.2007, a new meter be installed against the existing connection of the Appellant given on "as is where is basis".

**The CGRF-BRPL order dated 24.10.2007 is modified to the above extent**

30<sup>th</sup> April 2008.

  
(SUMAN SWARUP)  
OMBUDSMAN