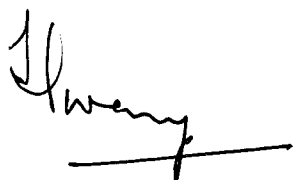


(Phone No.: 32506011, Fax No.26141205)

2. The background of the case as per contents of appeal, the CGRF's order and submissions made by Respondent are as under: -

- i) The Appellant had purchased shop no. LGF -31, built on plot no. 1736/5, Sher Singh Bazar, Kotla Mubarakpur, vide sale deed dated 24.12.2004.
- ii) The Appellant applied for a new non-domestic connection for a shop on 12.08.2008 and the required demand of Rs.4500/- was deposited as per Demand Note dated 30.08.2008 raised by the Respondent. The meter could not be installed due to a dispute raised by some people.
- iii) On 24.10.2008, the Appellant received a letter from BRPL informing that there appeared to be a dispute regarding the property, as such, she was asked to provide police protection for installation of the meter.
- iv) The Appellant also wrote a letter to the Assistant Commissioner of Police, Kotla Mubarakpur for providing police protection so that a new meter could be installed in the shop without any problem. The police authorities are reported to have told her that police protection could be provided only if a letter was received from the BRPL in this regard.
- v) Thereafter the appellant filed a complaint before the CGRF requesting for installation of a meter and the police protection to be arranged for by the staff of BRPL.
- vi) The Respondent stated before the CGRF that the officials of BRPL visited the premises for installation of a meter, but it was



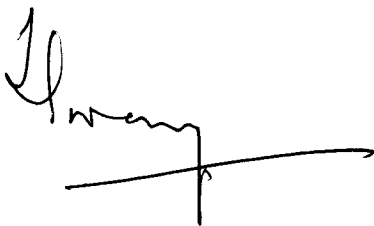
observed that there was some property dispute between the Appellant and one Sh. Vijay Chaudhary did not allow the meter to be installed.

- vii) The Respondent submitted a copy of the FIR lodged with the police station Kotla Mubarakpur against the Appellant.
- viii) The CGRF in its order observed that there is some dispute with regard to the property and in such a situation the Appellant is required to submit an Indemnity Bond on the prescribed proforma for safeguarding the financial interests of the licensee.
- ix) The CGRF also ordered that appropriate action be taken by the Appellant to arrange for police protection in case obstruction is caused by some elements at the time of installation of the meter.

Not satisfied with the orders of the CGRF, 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 10.02.2009.

On 10.02.2009, the Appellant was present in person. The Respondent was present through Shri Mani Bhushan, Assistant Manager (PS). Both parties were heard. Documents filed by the Respondent were seen.

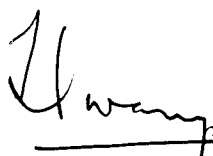


4. Copy of the family settlement produced by Respondent was also taken on record. From the copy of FIR/ records filed, it is observed that the ownership of the shop of the Appellant is not disputed nor is any court stay in operation. As per the FIR, the dispute is regarding the flats on the first and second floor of the premises 1736/4 whereas the Appellant's shop is in the LGF in the premises 1736/5.

The Respondent is therefore directed to install and energize the electricity connection after taking police assistance, if required. It is the responsibility of the Respondent to install the meter after the connection is sanctioned by them. The Appellant be asked to give an indemnity bond for safeguarding the financial interest of the licensee in the event of the issue of ownership being taken to the court of law and being decided against the Appellant. The CGRF's order is modified to the extent above.

The compliance be reported within 21 days of this order.

9th March 2009.


(SUMAN SWARUP)
OMBUDSMAN