

## OFFICE OF THE ELECTRICITY OMBUDSMAN

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act of 2003)

B-53, Paschimi Marg, Vasant Vihar, New Delhi-110057

Tel. No. 32506011; Fax 2614 1205

No.:E.Omb/Secy/BRPL/2012/492/92527

Dated:18.10.2012

In the matter of **Appeal of Mrs. Veena Abrol & Shyam Sunder Abrol R/o B-27, Mohan Garden, D.K. Road, Uttam, Nagar, New Delhi – 110059, against CGRF-BRPL order dated 19.03.2012 (issued on 12.04.2012) in CG No.508/2011 (Meter No. 24362857)**

**Appellant**

**Versus**

( In the matter of **BSES Rajdhani Power Ltd.**

**Respondent**

### Order

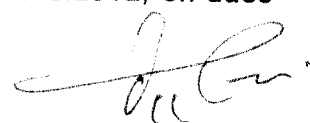
On the hearing held on 17.10.2012, the Hon'ble Ombudsman passed the order as reproduced below for information, necessary action and compliance.

"Hearing held. The issue being agitated before us is the desire of the Appellant to install a meter of his choice. This is allowed u/c 35 of the DERC Regulations, 2007 and does not require intervention of Ombudsman.

Many issues have been discussed in the CGRF order, including giving a fresh hearing on all matters by the Discom. This has not been done. Discom will now comply with all directions & file compliance report to CGRF, copy to us.

Some settlement is reported to have taken place in Lok Adalat on 14.10.2012, on dues to be paid. If this is final a letter should be sent to us.

( Case is closed, as premature, and not ripe for decision yet".



**(Secretary)**

### Distribution:

- i) The Chief Executive Officer,  
BSES Rajdhani Power Limited,  
BSES House, Nehru Place,  
New Delhi-110019
- ii) The Chairman,  
Consumer Grievance Redressal Forum,  
BSES Rajdhani Power Limited,  
Sub-station Building, Sector-5,  
Pushp Vihar, New Delhi-110 017
- iii) Mrs. Veena Abrol &  
Sh. Shyam Sunder Abrol,  
R/o B-27, Mohan Garden,  
D.K. Road, Uttam Nagar,  
New Delhi - 110059

The original case file of the CGRF is  
also enclosed herewith