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OFFICE OF THE ELECTRICITY OMBUDSMAN

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act of 2003)
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No. E.Omb/Secy/BRPL/2013/514/155-81

Dated. 08.03.2013

In the matter of Appeal of Shri Bahadur Singh Yadav
against the CGRF-BRPL Order dated
23.04.2012 in CG No.:473/2011.

Appellant

Versus

BSES Rajdhani Power Ltd.

Respondent

Present:-

Appellant: The Appellant, Shri Bahadur Singh Yadav alongwith his son
Shri Sushil Yadav was present.

Respondent: Shri Brijesh Kumar, DGM, Customer Care, Shri Rajesh
Doshi, DGM (Vikaspuri) and Shri Mahesh Chander S.O.
(Accts), Vikaspuri attended on behalf of the BRPL

Date of hearing: 11.10.2012, 05.12.2012, 26.12.2012 & 5.3.2013

Date of order : 08.03.2013

ORDER NO. OMBUDSMAN/2013/514

The Appellant, Shri Bahadur Singh Yadav, 86 years old, R/o RZ-6, Block –
C, Partap Garden, P.O. Uttam Nagar, New Delhi – 110 059, filed an appeal
against the order of the Consumer Grievance Redressal Forum – BSES Rajdhani
Power Limited (CGRF-BRPL) passed on 23.04.2012, which directed the
DISCOM to send a revised bill, waiving off all LPSC charges on both CA Nos.
103292832 & 103088145, and also give him the requisite subsidy as applicable.
A compensation of Rs. 1,000/- was also awarded to the Appellant for causing him
harassment and mental agony, which was to be credited in the CA No.
103292832 of the Appellant.

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In the present appeal, the Appellant has stated that he had received the revised bill as per the CGRF's order only on 16.08.2012, and also request for rebate/subsidy or special subsidy for the period 9.11.2010 to July 2011. An amount of Rs.1,000/- towards compensation was also not credited in the revised bill of CA No. 103292832. He also requested to give him a preliminary hearing.

A preliminary hearing held on 11.10.2012, wherein the Appellant, Shri Bahadur Singh Yadav filed the documents and the DISCOM submitted and confirmed vide their note dated 11.10.2012 that 1/3rd amount, as per CGRF's order had been paid by the Appellant.

In the hearing held on 5.12.2012, the DISCOM claimed they were complying with the CGRF's order and had issued the revised bill without late payment charges. The Appellant still wanted the bill to reflect subsidy payments and felt the bill was excessive. The DISCOM agreed to explain to the Appellant, who is 86 years old, and resolve the issue within 10 days. The matter was fixed for hearing on 26.12.2012.

The hearing was held 26.12.2012 but the matter was not fully resolved till then though the DISCOM had filed a reply showing an agreed amount of Rs 15,000/- to be paid by the Appellant. The Appellant stated that it should be around six to seven thousand only. The matter was not finally resolved, it was stated, as the Appellant is 86 years old and did not fully understand the billing system and other details. The representative of the Appellant, Shri Sushil Yadav undertook to explain matters, if some more time is given to resolve the issue. The case was fixed for 6.2.2013.

On 6.2.2013, the Appellant requested for time to settle the case with the DISCOM. As such, the matter was fixed for 5.3.2013.

In the meantime, the DISCOM sent a settlement letter dated 26.2.2013, duly signed by the Appellant, mentioning that the load of connection of CA No. 103068945 has been reduced from 3 KW to 2 KW on request of the Appellant.

In future if the load is found to be more than 2 KW, the DISCOM has the right to increase the load as per MDI.

The Appellant, Shri Bahadur Singh Yadav, agreed to pay an amount of Rs 15,000/- against both CA Bill No.s 103292832 and 103068945, out of total bill of Rs.17,650/- upto the billing month of November 2012, in three installments.

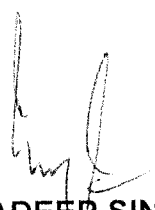

Regarding the matter of payment of compensation, the Appellant wanted this to be decided by the Ombudsman.

On 4.3.2013, the Appellant personally visited this office and submitted a copy of the settlement letter dated 26.02.2013, with a prayer to award him compensation of Rs.50,000/-. He also expressed his inability to attend the hearing fixed on 5.3.2013.

The hearing was held on 5.3.2013 for considering the prayer of the consumer for compensation as per both parties settlement letter dated 26.02.2013. The Appellant was not present as indicated above.

Keeping in mind the entire background and the harassment caused to him a compensation of a further Rs.2,000/- should be paid to the Appellant by the DISCOM, in addition to the compensation given by CGRF.

The Appeal is accordingly disposed of.


(PRADEEP SINGH)
OMBUDSMAN
 March, 2013

