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Office of the 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/2013/565

Appeal against the Order dated 18.01.2013 passed by CGRF–BRPL in CG.No.143/2011.

In the matter of:

Shri Manish Jaggi - Appellant

Versus

M/s BSES Rajdhani Power Ltd. - Respondent

Present:-

Appellant: Shri A. L. Jaggi, father, attended on behalf of the Appellant

Respondent: Shri Ambrish Pandey, D.G.M. (O & M) and Shri Vinay Singh, G.M., attended on behalf of the BRPL.

Date of Hearing: 08.05.2013, 21.05.2013

Date of Order : 29.05.2013

ORDER NO. OMBUDSMAN/2013/565

The Appellant, Shri Manish Jaggi, s/o Shri A.L. Jaggi, 44, Road No.2, Silveroak Marg, Ghitorni, New Delhi - 110030, has filed an appeal against the order of CGRF – BRPL (Consumer Grievance Redressal Forum – BSES Rajdhani Power Limited) dated 18.01.2013 regarding irregular supply in his house/area.

The Appellant filed his case before the CGRF stating that the electricity supply to his Farm house through CRN No.2520061284 is very irregular as frequent breakdowns are very common for about 20 hrs. He alleged that the DISCOM did not attend or respond to his complaints promptly.

From the record of the CGRF, it is observed that the appellant had also approached the DERC in April, 2010 in this regard. The DISCOM in its reply to the

DERC had stated that his grievance for low voltage and fluctuation has been resolved and the supply has been found OK.

The DISCOM in its reply before the CGRF stated that breakdowns occurred due to storms and damage of the underground cable on MG road by the National Highways Authority of India. They had said a proposed scheme for High Tension (HT) overhead lines passing through Ghitorni Farms, costing Rs.55 lacs, would be implemented only after approval from the DERC. The DISCOM submitted that shifting of Low/High Tension (LT/HT) lines lying within the farm house premises could not be implemented due to company policy and that it was not easy or feasible to maintain those lines and poles. This could, however, be carried out as a deposit work after the right of way/some space is provided by the farm houses or the Resident Welfare Associations (RWA) of the area.

In its order the CGRF observed that the BRPL (DISCOM) has done its best to improve the power supply. The poles and lines which are within the premises of the Farm houses could not be shifted/corrected without the consent, and without meeting the expenses, by the Farm house owner and has, further, to be a collective measure on the part of all the owners of the Farm houses. The CGRF directed the DISCOM to do their best for improvement of the power supply.

The DISCOM in their reply to the appeal against the CGRF order stated that certain actions have been taken by them. These are: (

1. The 11 KV HT conductors have been augmented which can bear the load of the farm houses.
2. They have sectionalized the circuits by providing different switch gears at three four points.
3. Regular trimming of trees on all HT/LT networks is done. This should be done by the farm house owners also.
4. A HT/LT network scheme of Rs.55 lakhs was framed but was not found technically viable.
5. For proper electrification there is a need of land, space for installation of grid/ sub-stations, poles/feeder pillars and, obviously, of capital expenditure too.

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There is no separate grid to feed these farm houses and presently the supply of the electricity to these farm houses is from the Vasant Kunj grid meant for DDA flats only.

Hearing was held on 08.05.2013 during which it was seen that the reply of the Discom did not explain what was the laid down scheme of the DERC, if any, for this area or for such areas, with reference to which their efforts were to be understood. The DISCOM was asked to clarify in writing on the next date of hearing on 21.05.2013.

On 21.05.2013, the DISCOM filed a further reply reiterating its earlier averments only.

Given the above circumstances, it can be construed that the DISCOM has no further plans/scheme for such farms houses as of now. It has also been observed that the instability of supply in the farm house of the Appellant, as well as other farm houses in the area, is attributable to the fact that the load in these farm houses has increased many fold, as is observed in this case also. The Appellant has been drawing a maximum demand of more than 9.0 kW against the sanctioned load of 3.7 kW.

However, the excess load drawn by the Appellant does not invalidate the rights of the consumer for stability of the supply to which he is entitled according to the Rules/Act/Regulations. It is also a fact that, as of now, as per DERC orders, he is being charged fixed charges on the basis of the average of 3 preceding MDI's drawn in a financial year beyond the sanctioned load.

Under the circumstances, a holistic approach has to be adopted by the DISCOM in consultation with the DERC to upgrade the system for catering to the load of farm houses like this one in Ghitorni and in Sanik Farms etc. at large, in consultation with RWAs for providing space for establishment of the grid stations, sub-stations and right of way. This has also to take into consideration that the capital expenditure required does not affect the other consumers of Delhi by ensuring that there is a reasonable return on capital employed so as not to affect the tariff for the whole Delhi while also ensuring stability of supply in the farm houses area throughout Delhi.

A holistic approach would also take into consideration the Master Plan of Delhi, 2021, which is now being amended to allow authorized farm houses of an area of 1 acre as against the present farm house area of a minimum of 2.5 acres. This would result in sub-division of plots and further enhancement of the demand/electricity load requirement thereto.

The appeal is accordingly closed.


(PRADEEP SINGH)
Ombudsman

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