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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)

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**Appeal No. F. ELECT/Ombudsman/2014/622**

Appeal against the Order dated 20.03.2014 passed by CGRF–BRPL in CG.No.07/2014.

In the matter of:

Shri Krishan Gopal Ahluwalia - Appellant

Versus

M/s BSES Rajdhani Power Ltd. - Respondent

Present:-

Appellant: Shri Krishan Gopal Ahluwalia was present in person.

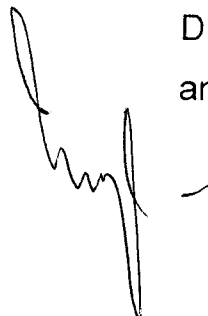
Respondent: Shri Satendra Agrawal (Business Manager) and Shri Satyendra Singh (Commercial Officer) attended on behalf of the BRPL.

Date of Hearing : 25.06.2014

Date of Order : 03.07.2014

**ORDER NO. OMBUDSMAN/2014/622**

This is an appeal filed by Shri Krishan Gopal Ahluwalia, R/o Flat – 3467, Sector – D, Pocket – 3, Vasant Kunj, New Delhi – 110070, against the order of the Consumer Grievance Redressal Forum – BSES Rajdhani Power Ltd. (CGRF-BRPL) dated 20.03.2014, allowing a return of security amount of Rs.5,978/- and interest of Rs.2,394/- by the DISCOM to the consumer, on the ground that this was not adequate and that a sum of Rs.622/- was deducted from the initial deposit of



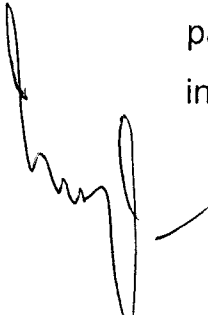
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Rs.6,600/-; and that interest should have been paid at 16.84% per annum as charged by the BSES from consumers for late payment etc..


It appears that there is also a related issue of the BSES charging the consumer Rs.22/- towards postage for sending the refund cheque against an actual payment of Rs.17/- by the BSES to the postal department. The amount of Rs.6,600/- had become due from the BSES from 23.07.2003, the date of deposit, as they had not taken any action on the request of the consumer to increase his load after he deposited the amount demanded by the BSES.

A hearing was held on 26.06.2014. In their reply, the DISCOM did not clarify why no action had been taken from 2003 till 2013 when the appellant applied for refund of the amount in question with interest. It is only then that he was asked to supply some documents and even then he had to approach the CGRF in December, 2013 before the amount was refunded in March, 2014. The applicant argued that no deduction should be permissible from his deposit and he should be paid appropriate interest from the date of deposit till the date of refund.

The CGRF has accepted the plea of the consumer and merely noted that payment has already been made by the DISCOM and closed the case. This appears to be inadequate as the amount of Rs.6,600/- was kept for almost 10 years and then the refund was made only after special efforts by the consumer. He has validly asked for some compensation for the long duration and harassment and his plea is accepted in the light of the circumstances. The DISCOM is ordered to pay the full amount of Rs.6,600/- alongwith the prevailing 6 % rate of interest from the date of deposit till the date of refund. Some amount has



been paid and may be adjusted and on the balance amount interest be paid from the date of deposit till the date of payment. No deductions on account of postal charges is allowed. Over and above this, an amount of Rs.5,000/- will be paid by the DISCOM to the consumer directly (and not through the electricity bill) to compensate him for the efforts he had to make to recover his dues through the CGRF and then through the Ombudsman's office.



(PRADEEP SINGH)  
Ombudsman

3rd July, 2014

