

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/2015/641

Appeal against the Order dated 24.06.2014 passed by CGRF–BYPL in Complaint No.44/04/2014.

In the matter of:

Shri R. K. Chopra - Appellant

Versus

BSES Yamuna Power Ltd. - Respondent

Present:-

Appellant: Shri R. K. Chopra was present in person.

Respondent: Ms. Kashmi Gupta, A.M. (Legal), Shri Anil Kumar Shukla (B.M.), Shri Vijay Rana (A. A.) & Shri Tarun Jhinharia (Legal Retainer) attended on behalf of the BYPL.

Date of Hearing : 03.02.2015, 03.03.2015

Date of Order : 04.03.2015

ORDER NO. OMBUDSMAN/2015/641

This is an appeal filed by Shri R. K. Chopra, L-142, Windsor Park, Vaibhav Khan, Indirapuram, Ghaziabad, against the Consumer Grievance Redressal Forum – BSES Yamuna Power Ltd. (CGRF-BYPL) order dated 24.06.2014, ordering him to pay the revised bill excluding LPSC. He was also awarded an amount of Rs.2,500/- as compensation due to delay in disconnection of his supply by the DISCOM. His request before the CGRF was that his electricity should have been disconnected at the time tenant had


missed paying two cycles of electricity bill. The connection had actually been disconnected only after his complaint which resulted into accumulation of unpaid bills.

Both the parties were heard. The DISCOM clarified that regular bills and notices for non-payment and consequent disconnection had been issued on 02.06.2013, 06.10.2013, 14.03.2014 and 14.04.2014 respectively to the appellant. Although the connection was not removed all legal formalities were observed. Since the responsibility of payment falls upon the owner no shelter can be taken behind DISCOMs not disconnecting supply. The complainant has also been compensated by the CGRF.

In view of the given facts, the appeal is dismissed and the CGRF's order stands.



(PRADEEP SINGH)
Ombudsman


March, 2015

