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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/2014/660**

Appeal against the Order dated 20.06.2014 passed by CGRF–  
BRPL in CG.No.778/2013.

**In the matter of:**

Shri Narinder Kumar Luthra                      -                      Appellant

Versus

M/s BSES Rajdhani Power Ltd.                      -                      Respondent

**Present:-**

Appellant:                      Shri Narinder Kumar Luthra was present in person.

Respondent:                      Shri Ishfaq Beigh, DGM (B) VKP and Shri Dheeraj Koul,  
CO - Div. VKP, attended on behalf of the BRPL.

Date of Hearing :    23.12.2014

Date of Order        :    26.12.2014

**ORDER NO. OMBUDSMAN/2014/660**

This is an appeal filed by Shri Narinder Kumar Luthra, C-29, Milap Nagar, Uttam Nagar, New Delhi – 110059 against the order of the Consumer Grievance Redressal Forum (CGRF) dated 20.06.2014, in which it was ordered to close the case by quashing the SLD charges levied upon him alongwith waiving off of LPSC as the earlier connection was never removed and there was no record of this. Further, a compensation of Rs.1,000/- was also awarded to him on account of harassment.

Dissatisfied with the CGRF's order, the appellant has filed an appeal to this office, praying for waiving off his excess electricity bill as well as enhancement of compensation.

In the hearing held on 23.12.2014, the complainant was unable to bring forward any arguments/facts to controvert the CGRF's decision which is found to be correct except to state that he is dissatisfied. The merits of the case have been well argued by the CGRF and no error is found in this. The non-receipt of bill by complainant from 2004 onwards required for more active involvement with the DISCOM failing which approaching the CGRF for non-receipt of bills was called for. This was not done and now payment due for electricity consumed in this period is being objected to. This is not correct. The CGRF has, in fact, helped the complainant by providing compensation as well as removing the SLD charges. The CGRF order is upheld.

Hence, the appeal is dismissed.



(PRADEEP SINGH)  
Ombudsman

24th December, 2014