

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/2015/676

Appeal against the Order dated 25.09.2014 passed by CGRF–BRPL in CG.No.426/2012.

In the matter of:

Shri Mohd. Safiq - Appellant

Versus

M/s BSES Rajdhani Power Ltd. - Respondent

Present:-

Appellant: Shri Mohd. Safiq was present in person.

Respondent: Shri N. K. Aggarwal, Asst. V. P. (O & M) and Shri Sant Ram Sharma (DGM), attended on behalf of the BRPL.

Date of Hearing : 11.02.2015

Date of Order : 13.02.2015

ORDER NO. OMBUDSMAN/2015/676


The complainant, Shri Mohd. Safiq, 37/1230, DDA Flats, Madangir, New Delhi – 110062, had approached the Consumer Grievance Redressal Forum (CGRF) for removal of a transformer from in front of his house which issue was decided by the CGRF by asking the TPDDL (DISCOM) to explore its shifting if the consumer and his colony association can make available sufficient space and also meet the expenditure for shifting of transformer. The DISCOM was also directed to maintain safety as per Central Electricity Authority (CEA) Regulations.

Against this, the complainant filed an appeal that he was not satisfied with the outcome.

(The DISCOM has informed that the transformer is located inside a walled enclosure belonging to the Delhi Jal Board. The DISCOM had, in compliance of CGRF's direction, carried out a joint inspection on 29.04.2013 alongwith complainant and Secretary, RWA etc.. An alternative proposal of shifting the transformer near the parking over bridge was examined and an estimate of Rs.1.08 Crores was prepared. However, there is no further progress in the matter. During the hearing, the complainant wanted the company to do the shifting at its own cost or in the alternative to replace the present oil based transformer by a dry type transformer. The complainant, further, objected to lack of sunlight/air movement due to a fibre glass sheet placed above the wall of the enclosure containing the transformer.

The DISCOM clarified in the hearing that replacement by a dry type transformer will also have to be paid for which the complainant was not willing to do.

(It was seen from photographs that the distance between the house and the walled enclosure of the Delhi Jal Board appears adequate. As no one is willing to bear the cost of shifting of the transformer to another location, the DISCOM should try to find a practical solution to the issue of air movement etc. by replacing the fibre glass sheet with overlapping panels through which air movement would be possible. No orders are required on the issue of deposit of money for shifting of transformer as



this is within the power of the RWA/complainant if they wish to avail of the offer made by the DISCOM at any time in the future.

The appeal is, therefore, dismissed with the direction to the DISCOM to carry out changes to the fibre glass screen in such a manner as to allow adequate sunlight and air movement at the location.



(PRADEEP SINGH)
Ombudsman



February, 2015