

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/2014/587

Appeal against the Order dated 26.07.2013 passed by CGRF–BYPL in Complainant No.116/04/13,

In the matter of:

Shri R.D. Singh - Appellant

Versus

BSES Yamuna Power Ltd. - Respondent

Appellant: Shri R.D.Singh was present in person

Respondent: Shri Raghvender Singh, AFO, and Shri Amit Gaur, BM (MVR-I&II) were attended on behalf of the BYPL.

Date of Hearing: 06.11.2013, 08.01.2014

Date of Order : 31.03.2014

ORDER NO. OMBUDSMAN/2014/587

The Complainant, Shri R.D. Singh, R/o J-6 C, East Vinod Nagar, Delhi – 110091 had filed a Complaint to the Consumer Grievance Redressal Forum – BSES Yamuna Power Ltd. (CGRF-BYPL) in July, 2013 requesting a direction to the respondent company for correction of address and payment of interest @12% on paid amount of Rs.1620/- which was pending with BSES for a long period.

The CGRF, after hearing the matter, recorded a finding that the complainant failed to provide any documentary proof in favour of his contention that his address is J-6C, East Vinod Nagar. Further the provisional

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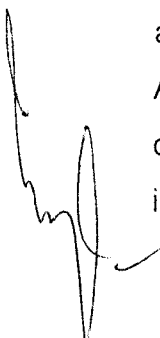
bills raised during the period March 1999 to November 1999 were adjusted by the Respondent Company in the year 2004 and the CGRF vide its order dated 13.05.2010 in C.G. No. 55/04/10 had already compensated the complainant for the harassment and mental agony caused to him due to the negligence of the Respondent Company by revising the provisional bill after a period of four years.

Now, the Appellant has filed an appeal against the CGRF's order arguing that no order regarding refund of excess amount alongwith interest @12% per annum and no compensation was allowed on his present representation by the CGRF.

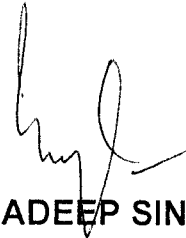
Hearing was held on 06.11.2013. The DISCOM was unable to explain all the issues raised by the complainant in a proper manner. The DISCOM was asked to explain the position in more detail on the date of next hearing i.e. 08.01.2014.

On 08.01.2014, the complainant was not present. An amount of Rs.912/- has been reportedly paid as final settlement by the Discom to the Complainant. The complainant was not satisfied with this and asked for interest on this amount.

The BYPL has agreed to adjust the interest @6% per annum on the excess amount of Rs.912/- on the connection of the Appellant. A written confirmation was submitted by the BYPL on 27.01.2014 that the interest amount of Rs.182.40/- has been adjusted against the Electricity bill of the Appellant so as to resolve and settle the present matter. Hence the grievance of the Appellant has been duly redressed accordingly. No further order on interest remains.



The matter is disposed off as above and the case is closed as having been mutually settled. This Order is issued for the purposes of record.



(PRADEEP SINGH)
Ombudsman

31st March, 2014

