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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/2014/592

Appeal against the Order dated 03.09.2013 passed by CGRF-BRPL in CG.No.646/2013.

In the matter of:

Smt. Suresh - Appellant

Versus

BSES Rajdhani Power Ltd. - Respondent

Date of Order : 10.01.2014


ORDER NO. OMBUDSMAN/2014/592

The Complainant, Smt. Suresh, w/o Shri Satbir Singh, H. No.579, 1st Floor, Near Purana Kuan, Village Rangpuri, New Delhi – 110037, had filed a Complaint to the Consumer Grievance Redressal Forum – BSES Rajdhani Power Ltd. (CGRF-BRPL) in July, 2013 that, having one connection at ground floor, she had applied for a new Domestic connection for the 1st floor in June, 2010 and deposited the demand note of Rs.3,600/- on 18.08.2010. But the BRPL (DISCOM) had neither released nor informed the reasons for delay in providing the same till date. Later on she had asked for refunding of the said deposited amount and had applied for a fresh connection. She requested for releasing the same alongwith compensation for monetary loss caused.

The CGRF, after hearing the matter, recorded a finding that the DISCOM had accepted the consumer grievance, the complaint had been resolved and, hence, closed the case.

Now, the Appellant has filed an appeal against the CGRF's order arguing that no order on compensation for delay in releasing the electricity connection, as per Section 43 of the Act, has been passed by the CGRF.

The CGRF order records that the grievance has been resolved but no order on compensation has been passed by the CGRF inspite of the Complainant's request. The request for compensation has also not been specifically rejected. The case is remanded back to the CGRF to pass "specific orders", with proper reasons, for accepting or rejecting the request for compensation.


(PRADEEP SINGH)
Ombudsman

16th January, 2014