

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/2014/593

Appeal against the Order dated 21.08.2013 passed by CGRF-BRPL in CG.No.175/2013.

In the matter of:

Shri Rejimon C. K. - Appellant

Versus

BSES Rajdhani Power Ltd. - Respondent

Date of Order : 13.01.2014

ORDER NO. OMBUDSMAN/2014/593

The Complainant, Shri Rejimon C.K, Flat No.453, Nav Sansad Vihar CGHS Ltd., Plot No.4, Sector 22, Dwarka, New Delhi - 110077, had filed a case before the Consumer Grievance Redressal Forum – BSES Rajdhani Power Ltd. (CGRF-BRPL), on behalf of his Society (Dwarka Forum), conducting meter testing and also check the wiring. During the pendency of the matter some testing was done but the consumer had not been present during the proceedings on 05.06.2013 & 12.08.2013. The CGRF, assuming that the absence of the Complainant amounts to satisfaction and observing that the complaint appears to have been redressed, closed the matter vide its order of 21.08.2013.

This prompted the Complainant to approach this office where he was advised to go back to the CGRF explaining the reasons for not attending and asking the CGRF to reopen the case and allow a re-hearing for a ruling on merits. The Complainant apparently did go to the CGRF but they have refused

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to entertain the case and the Secretary (CGRF-BRPL) has written to this office on 07.01.2014 that the case cannot be reopened at this stage.

The Complainant has again sent another letter, received on 10.01.2014, to this office, in which he has again mentioned that many individual issues relating to the concerned Society have not been redressed by the CGRF. It is not clear why, in view of the Complainant's expressed desire to have his issues looked into again, the CGRF refused to do so. He is clearly not satisfied that his issues have been addressed. By virtue of this order, the CGRF-BRPL is ordered to reopen the case and hear each issue on merits giving adequate time for the Complainant to be present. A proper reasoned order may then be issued, as appropriate.


(PRADEEP SINGH)
Ombudsman

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January, 2014