

**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/2015/667**

Appeal against the Order dated 27.08.2014 passed by CGRF–BRPL in CG.No.879/2013.

In the matter of:

Shri Hari Shankar Mishra - Appellant

Versus

M/s BSES Rajdhani Power Ltd. - Respondent

Present:-

Appellant: Shri Hari Shankar Mishra was present in person.

Respondent: Shri Gaje Singh (Sr. Mgr.), Shri Rajesh J. Doshi, G.M. (B), Shri Saluuddin (A.F.O.), attended on behalf of the BRPL.

Date of Hearing : 20.01.2015

Date of Order : 27.01.2015

**ORDER NO. OMBUDSMAN/2015/667**

This is an appeal filed by Shri Hari Shankar Mishra, H. No.E-166, B/13, Hari Nagar – II, Badarpur, New Delhi–110044, against the order of the Consumer Grievance Redressal Forum (CGRF) dated 27.08.2014 whereby they had accepted his plea of excess consumption being recorded and reduced the amount to be charged. They had also awarded a compensation of Rs.2,000/-.

Not satisfied with this order he had filed this appeal primarily for more compensation. The matter was heard on 20.01.2015. The DISCOM was unable to explain why a billing dispute relating from July/August, 2012 was allowed to linger unresolved till November, 2013 when the CGRF was first approached. The reply filed by the DISCOM with the CGRF on 31.12.2013 was prior to the testing of the meter on 01.01.2014 which also appears not to have been reported to the CGRF. It appears no check meter was installed either. There is a claim by the complainant of electricity having been cut off which is mentioned in the order of the CGRF but is denied by the DISCOM. It appears that this is a case of a consumer's grievance not having been appropriately handled and the facts not being presented in a precise sequence, thus, allowing matters to linger.

Given that the DISCOM is unable to explain many of the issues above, the matter is resolved through awarding a further compensation of Rs.2,000/-. The appeal is accepted to that extent and the case is closed.

  
(PRADEEP SINGH)  
Ombudsman

27th January, 2015