

## **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/2015/681**

Appeal against the Order dated 12.01.2015 passed by CGRF–BRPL in CG.No.327/2014.

In the matter of:

Shri Bir Bhan Sharma - Appellant

Versus

M/s BSES Rajdhani Power Ltd. - Respondent

Present:-

Appellant: Shri Bir Bhan Sharma was present in person.

Respondent: Shri C. B. Ramudu (Legal Officer), Shri Surender Kumar (Legal Retainer), Shri Prashant Saxena (Nodal Officer) attended on behalf of the BRPL.

Date of Hearing : 18.03.2015

Date of Order : 20.03.2015

### **ORDER NO. OMBUDSMAN/2015/681**

This appeal has been filed by Shri Birbhan Sharma, R/o RZF-763/4 B, Raj Nagar, Part – II, Gali No.5, Palam Colony, New Delhi - 110077, against the order of Consumer Grievance Redressal Forum – BSES Rajdhani Power Ltd. (CGRF-BRPL) dated 12.01.2015 in which his request for a huge compensation on account of damages caused has not been accepted. Further, a compensation of Rs.5,000/- has also been awarded to him on account of harassment. The CGRF had refused to intervene in

the matter on the ground that the damages claimed are covered under the Law of Torts and can only be claimed before a Civil Court. The forum not being a competent authority for this, the case was closed.

Dissatisfied with the CGRF's order, the complainant approached this office praying for more compensation amounting to crores of rupees.

In the hearing held on 18.03.2015, both the parties were heard. The complainant was unable to support his case with any arguments/facts which go in his favour to controvert the CGRF's decision. It is correct that the large damages sought can only be taken up in the relevant Civil Court. As the matter has been correctly brought out by the CGRF, with the complainant having been compensated with Rs.5,000/-, the CGRF order is, therefore, upheld.

The complainant had other, general, complaints with the DISCOM on time taken to attend his issues, the manner of doing so etc.. The representatives of the DISCOM present were asked to sit with the complainant and attend to his miscellaneous issues. A report on the outcome be sent within a month.

The appeal is dismissed, as above.

  
(PRADEEP SINGH)  
Ombudsman

20th March, 2015