

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.690/2015

IN THE MATTER OF:

Shri Pradeep Kumar Agarwal - Appellant

Versus

M/s BSES Rajdhani Power Ltd. - Respondent

(Appeal against Order dated 02.03.2015 passed by CGRF-BRPL in CG.No.382/2014)

Present:-

Appellant: Shri Pradeep Kumar Agarwal was present in person.

Respondent: Shri A. R. Ansari, Asst. V. P. (B), Shri J. P. Kaushik, As. V. P. (O & M), Shri Akhilesh Jha (Manager) attended on behalf of the BRPL.

Date of Hearing : 21.07.2015

Date of Order : 24.08.2015

ORDER

This appeal has been filed by Shri Pradeep Kumar Agarwal, husband of the registered consumer, Smt. Suman Agarwal, 109, 1st Floor, Sidartha Building, Nehru Place, Dehli - 110019, against the order of Consumer Grievance Redressal Forum – BSES Rajdhani Power Ltd. (CGRF-BRPL) dated 02.03.2015. Initially, the plea of the complainant before the CGRF was for cancellation of bond paper, agreeing therein to pay earlier outstanding dues also apart from seeking the exact date of

meter shifting. He had also raised an issue of the final settlement letter dated 11.02.2014 which he had entered into for the full and final payment of earlier meter. On the issue of settled amount of Rs.12,000/-, the CGRF refused to intervene as it had no jurisdiction once the settlement had been made by both the parties.

A hearing was held on 21.07.2015 where the appellant brought out a discrepancy of meter nos. which, he stated, nullifies the order of the CGRF as well as the alleged settlement. For evidence, he submitted some photocopies of the documents to this office. The matter was reserved for orders.

On scrutiny of the papers submitted, the difference in registered number could not be made out and hence his contention was not found valid. On merits, on going through the details of the case, it is observed that a connection which was existing in the name of M/s Sunil International was disconnected due to non-payment of dues in the year 2005 at meter reading 2131. Then the appellant approached for name change with a request to reconnect his supply. The supply was restored with a new meter. The name change was also carried out. Since during the checking, the final reading in the old meter was found to be 4173, so the bill amounting to Rs.14166/- for the unbilled consumption was raised to the consumer which was disputed by him. However, as per the final settlement between him and the DISCOM, an amount of Rs.12,000/- was deposited by the consumer with the undertaking that the case has been settled amicably and that he would not raise the issue before any Court/Forum.



However, he did raise the issue of settled payment before the CGRF and that too after about one year which is unjustified. Now, he has come in appeal which is also incorrect. The facts do not sustain his claim and, in my opinion, the order of the CGRF treating the case as closed is in order. As far as the other issues raised afresh in his appeal before this office, he would need to first approach the CGRF as these cannot be dealt with in an appeal.



(PRADEEP SINGH)
Ombudsman

PK

_____ August, 2015