

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. 714/2015

IN THE MATTER OF:

Shri Suryaraj - Appellant

Versus

M/s BSES Rajdhani Power Ltd. - Respondent

(Appeal against Order dated 21.07.2015 passed by CGRF-BRPL in CG-60/2015)

Appearance:

Appellant: Shri Suryaraj

Respondent: Shri Sudip Bhattacharya (DGM – Enf.), Shri Chob Singh, DGM & Shri Udham Singh (Sr. Manager) Authorised Representatives

Date of Hearing : 09.11.2015, 14.12.2015, 23.12.2015

Date of Order : 23.12.2015

FINAL ORDER

The Appellant is aggrieved by the order dated 21.07.2015 passed by the CGRF on his complaint dated 13.04.2015 wherein it has been held that "the information sought for by the complainant has already been provided by the Respondent (BRPL Nehru Place New Delhi) and in case if the complainant still feel dissatisfied with the information provided by the Respondent, he can get the same from the O/c the Respondent. Because the present forum is redressing the grievances of the complainant/consumer regarding deficiency and negligence in service of the Respondent and cannot be treated as a

Raw Tehu

source of gathering official documents for some personal use or further purpose of the record by the complainant /consumer.”

2. Briefly stated, the complainant (Appellant in the present appeal) had filed the complaint dated 13.04.2015 before the CGRF (Near Saket Court Complex, New Delhi) seeking information/documents pertaining to complaints made by the complainant from 5th June, 2014 to 7th June, 2014 in respect to fire in the meter.

3. He had in addition to seeking information/document as aforesaid, claimed compensation for inordinate and unfair delay for not providing the required information. Following information/documents were sought by the complainant:-

- i) “Complaint numbers of all complaints regarding the subject from dated 05.06.2014 to 07.06.2014. For searching the complaints kindly focus on the address first.
- ii) At what time the first complaint was logged in your system regarding the similar subject.
- iii) Name of your lineman that attended the complaint.
- iv) What is the action taken by the lineman on the said complaint?
- v) Proof of the action taken.
- vi) Date on which the complaint is entered settled in your records.”

4. After service of the notice, the Respondent had appeared on 25.03.2015 and thereafter, the deliberation held on various dates and attended by both the parties. The CGRF passed the order on 21.07.2015 against which the Appellant has come in Appeal before the Ombudsman.

5. The appeal was heard on 09.11.2015 and after hearing both the parties, a direction was issued to the Respondent for procuring all the remaining document/information from the concerned department of the

TR


Respondent and handover the same to the appellant. Thereafter, file an affidavit in a reply within two weeks i.e. on 23.11.2015 and rejoinder by the appellant if he so desires in two weeks by 07.12.2015. The appeal was then ordered to be listed on 14.12.2015.

6. On 14.12.2015 the Respondent requested for a short adjournment. Since he could not file the affidavit in reply, the request of the Respondent, was allowed as not opposed by the appellant and the appeal was again listed for 23.12.2015. Thereafter, the Respondent had filed an affidavit in reply dated 17.12.2015 and the appellant had also filed his rejoinder dated 08.12.2015.

7. I have perused the affidavit in reply filed by the Respondent and the rejoinder filed by the appellant. The appellant has accepted that all the information sought by him has been provided by the Respondent.

8. In the above conspectus of the matter, nothing remains to be further examined by the Ombudsman. The appellant is satisfied with the information/documents provided to him by the Respondent.

The appeal filed by the appellant is disposed off, orders accordingly. File is ordered to be consigned to the record room.



(Rakesh Kumar Mehta)
Ombudsman

23 December, 2015