

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. 732/2016

IN THE MATTER OF:

Smt. Rajesh - Appellant

Versus

M/s BSES Rajdhani Power Ltd. - Respondent

(Appeal against Order dated 11.12.2015 passed by CGRF-BRPL in CG-227/2015)

Present:-

Appellant: Smt. Rajesh through her husband Shri Bhim Singh

Respondent: Shri M.D.Jaya Prakash, DGM (B) & Shri Prashant Saxena,
 Authorised Representatives, BRPL

Date of Hearing : 22.06.2016

Date of Order : 22.06.2016

FINAL ORDER

- 1.0 The Appeal No. 732/2016 has been filed by Smt. Rajesh, R/o H. No.230, Village – Mandi, New Delhi 110 047 against the CGRF-BRPL's order dated 11.12.2015 in CG No.: 227/2015.
- 2.0 The hearing was held today with both parties present. At the outset itself, the Appellant's representative stated that he was willing to make the payment as determined by the CGRF. He was, however, not in a position to deposit the amount in question in three instalments as proposed in the settlement letter dated 26.11.2015 due to his limited financial means and requested payment in twelve instalments. The Discom expressed its willingness to accede to this request.

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- 2.1 Specific note was taken of the fact that the Appellant, Smt. Rajesh, had stated that her husband was not literate and had not understood the terms of the earlier settlement letter which he had signed. Accordingly, the Discom was directed during the hearing itself and in the presence of the Appellant's husband to ensure that the revised settlement be arrived at in a fair and transparent manner and that the terms and contents were clearly understood by him to his full satisfaction. This was also explained to him as well in the Court.

- 3.0 In the event of the Appellant being not satisfied with the terms of the revised settlement, he is free to approach this office again.

- 4.0 The appeal is, accordingly, disposed off.

Sundaram Krishna

**(Sundaram Krishna)
Ombudsman**

22.06.2016



FINAL ORDER

