

Delhi Electricity Regulatory Commission
Viniyamak Bhawan, 'C' Block, Shivalik, Malviya Nagar, New Delhi – 17

F.7(44)/1747/07-08/DERC/

In the matter of:

Sh. Melvin A. D'Souza
82, Sector 2, Pocket-1,
Dwarka, Phase-I,
New Delhi-110075.

.....**Complainant**

VERSUS

BSES Rajdhani Power Limited
Through its : **CEO**
BSES Bhawan,
Nehru Place,
Delhi-110019.

.....**Respondent**

Coram:

**Sh. Berjinder Singh, Chairman, Sh. Shyam Wadhera, Member &
Sh. Subhash R. Sethi, Member.**

Appearance:

1. Sh. Anand Tripathi, DGM, BRPL
2. Sh. B.P. Verma, AVP(B) West-II, BRPL

ORDER

(Date of Hearing: 26.02.2010)
(Date of Order: 30.03.2010)

1. The Complainant filed a complaint before this Commission and sought compensation from BRPL for delay beyond the standards prescribed in Delhi Electricity Supply Code and Performance Standards Regulations, 2007 in giving a new connection. In addition to above, the complainant by giving certain instances of harassment the complainant sought action against the Discom for irregular behaviour of the concerned officials of the Respondent.
2. The Complainant had applied for new connection on 19.7.2007 whereas demand note of Rs.6000/- had been issued on 30.8.2007. The Complainant made the payment on 4.9.2007 and meter was installed on 9.9.2007.
3. The Respondent in their reply submitted that there was a delay in issuing Demand Note, beyond Time-frame prescribed by the Commission in Delhi Electricity Supply Code and Performance Standards, Regulations, 2007 which is regretted.

4. Regarding execution of connection, after paying the charges mentioned in the demand note, the meter had been installed well within time frame.
5. No one appeared from complainant side.
6. On perusal of the records, there has been a delay of 21 days. This delay has been accepted by the Respondent in their reply.
7. As per Regulation 16(viii) of Delhi Electricity Supply Code and Performance Standard Regulations 2007, the applicant shall make the payment within 7 days of receipt of demand note. The Licensee's obligation to energize the connection shall arise only after receipt of the full payment but the total time period shall be as stipulated in Section 43 of the Act. In case applicant finds difficulty in making the payment within 7 days, he shall request the Licensee, in writing, for an extension of time. The time, thus, extended shall not be counted in working out the total time taken for energisation of connection by Licensee and no compensation for delay in connection under Section 43 of the Act shall be payable for the said period.
8. The demand note is of dated 30.8.2007, whereas the payment has been made on 4.9.2007, the complainant has made the deposit against the demand note within the stipulated period provided in the Regulations. The total time allowed for giving a new connection is regulated in accordance with the Section 43 of the EA 2003. Therefore, the Licensee ought to have given the connection within the prescribed period i.e. one month from the date of application, however there has been a delay of 21 days.
9. In accordance with the rate of compensation prescribed in Schedule III to the Delhi Electricity Supply Code and Performance Standard Regulations 2007, Rs.60 per day (@Rs.10 per Rs.1000/- deposited by applicant) becomes due to be paid to the consumer by BRPL for 21 days of delay amounting to Rs.1260/-.
10. In the light of the above, the Commission considers it fit to impose a penalty of Rs. 6000/- upon the Discom for violation of Regulation 16(viii) of Delhi Electricity Supply Code and Performance Standard Regulations 2007. The Respondent is also directed to pay a compensation of Rs.1260/- to the Complainant and submit compliance report to the Commission within 04 weeks from the date of this Order.
11. Ordered accordingly.

Sd/-
(Subhash R. Sethi)
MEMBER

Sd/-
(Shyam Wadhera)
MEMBER

Sd/-
(Berjinder Singh)
CHAIRMAN