

**MINUTES OF THE HEARING  
HELD BY THE GRIEVANCES REDRESSAL OFFICER (GRO) – BRPL  
AT 1100 HRS ON SATURDAY, THE 17<sup>TH</sup> MARCH, 2007**

The hearing before the (GRO-BRPL), to discuss pending complaints against BRPL, was held as scheduled at 1100 hrs on Saturday, the 17<sup>th</sup> March, 2007. Shri Pankaj Kumar, Vice President (Business), BRPL, Ms. Mita Saha (Business Manager), BRPL who has been appointed as the Nodal Officer by the BRPL for the purpose of the hearings to be held by GRO, BRPL, were present to represent the licensee. Out of the nine cases that were forwarded to BRPL for their comments and for representing their side during the hearing, only two complainants came for the hearing.

2. On Friday, the 16<sup>th</sup> March, 2007, the undersigned received some telephonic confirmations from some of the select complainants, who were called for the hearing on the 17<sup>th</sup> March, 2007, stating that their grievances have been duly redressed by BRPL and that they were, therefore, not keen to attend the hearing. These complainants expressed their gratitude for the Commission's intervention which helped them getting their grievances redressed. The case-wise proceedings in the matter of the two complainants who attended the hearings are recorded here below:-

**A. Shri Amir Ali, C-164/2, Abdul Fazal Enclave, Part-II, Shahin Bagh, Okhla, New Delhi – 110 025**

It was clarified to the complainant by the Vice President (Business), BRPL that the complainant had applied for connection on 'as is where is basis' in the year 2000 and that the due amount of Rs.15,210/- in his case has been worked out at the minimum of the charges payable by the consumer after LPSC amount etc. had been waived off. The consumer had agreed for payment of the revised amount of Rs.15,210/- and also expressed his satisfaction with the facility of making the payment in convenient instalments extended by BRPL while settling the matter.

**B. Shri Shiv Nandan Sharma, RZH-213-A, GF, Nihal Vihar, Nangloi, New Delhi**

Two representatives of Shri Shiv Nandan Sharma came for the hearing. It was clarified to them by the Vice President (Business), BRPL that the theft bill of Rs.1.53 lakh issued to Shri Shiv Nandan Sharma has been toned down to Rs.8,366/-. This was done on the basis of a VVIP reference received by BRPL in his case and also taking into account the poor economic condition of the complainant. The BRPL representatives informed that inspite of such a drastic cut in the due amount, the complainant has not cared to deposit the same. The representatives were informed that the due amount of Rs.8,366/- be deposited by the end of the current month failing which the licensee shall be free to proceed in the matter by lodging an FIR and taking up the matter before the concerned Special Court. The representatives agreed to pay the due amount by the 25<sup>th</sup> March, 2006.

3. BRPL, however, were asked to submit a status report in each of the seven cases where the complainants did not turn up for hearing. The Action Taken Report on each of the cases taken up during the hearing held on 17.3.2007 will be formally submitted in the next such hearing to enable the GRO-BRPL to confirm the grievances disposal status to and from the complainant. The cases shall be formally closed with the filing of a satisfactory ATR in respect of each of the nine cases that were taken up for hearing.

4. Since no other complainant appeared, the hearing concluded after waiting till 1200 hours.

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