

Before the Ombudsman, K.ER.C., Bangalore

Present: S.D.Ukkali

Ombudsman

Case No.OMB/B/G-45/2008/5033

Dated 22.10.2008

K.S.Sethna,
No.13, Kensington Road,

Bangalore-560042

(Represented by Shri Prem Krishnan)

.. **Complainant**

1. The Asst.Executive Engineer,
BESCOM
Devanahalli, O & M Sub Division
DEVANAHALLI

2. The Asst.Accounts Officer (AAO)
BESCOM O & M Sub Division
DEVAHANAHALLI

3. The Consumer Grievance Redressal Forumj,
BESCOM, Central Stores Premises,
Near ESI Hospital,
Rajajinagar,
BANGALORE-560010

.. **Respondents**

Present during the hearing held on 22.10.08

- 1. Shri N.K.Malatesh, AEE, BESCOM, Devanahalli O & M Sub Divn, Devanahalli**
- 2. Shri A.Ramachandrappa, I/c AO, BESCOM, O & M Sub Divn, Devanahalli**
- 3. Shri Prem Krishnan, representative of the Complainant**

INTERIM ORDER

This is a complaint filed by Shri K.S.Sethna, 13, Kensington Road, Bangalore-560042, represented by Shri Prem Krishnan, 13, Kensington Road, Ulsoor, Bangalore-560042 against the Order dated 28.5.2008 passed in file No.CGRF/78/2008/2711 by the CGRF, BESCOM, Bangalore. The CGRF has

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dismissed the Complainant's request to set right the erroneous bills raised by the 1st and 2nd Respondents against installations bearing No.RR VDEH 278 and VDL 2091, stating that "the bills preferred by the Sub Division for the recorded consumption is in order."

Aggrieved by the above order of the Forum, the Complainant has filed this complaint. In his complaint, the Complainant has briefly submitted his case and has also requested for an interim order not to disconnect the electricity supply to these RR Nos. till the disposal of the case. It is represented by the Complainant that the bills have been raised without taking proper meter readings of these 2 RR Nos. situated at premises No.394/A and 394/B, Bagalur Village, Jolla Hobli, Devanahalli Taluk and the electricity to these RR Nos. were disconnected without prior mandatory notice causing much hardship, physical and mental harassment to the Complainant. It is brought out by the Complainant that the electricity bills are properly rendered from March 2008 up to 19.8.2008 in both the cases. There is a dispute about the billing of the installations from September 2007 to February 2008. The amount outstanding against RR No. VDEH 278 as on 19.8.2008 is Rs.26561/- and against RR No.VDL 2091 is Rs.7068/-. The total amount outstanding against these installations is Rs.33629/- as on 19.8.2008. The plea of the Complainant is that these bills are erroneous bills and also that the Respondents are not allowing the Complainant to pay the bills from March 2008 up to 19.8.2008 without paying the disputed arrears. Therefore, this amount also has not been paid.

On 22.10.2008, the Complainant as well as the 1st Respondent were called as the Complainant wanted re-connection of his installations which is stated to be disconnected on 21.8.2008. Both the parties were heard and it was observed

that the deposition by the Respondent does not satisfy that the bills issued from September 2007 to February 2008 were not erroneous. Hence, the complaint needed detailed study and investigation. It is also not a natural justice to demand re-connection without making the payment of the regular bills by the Complainant. He was advised to make payment of a reasonable amount due to the Respondents and get the re-connection of the electricity to these installations till the case is decided by this Authority. It was represented by the Complainant that after the installation of electricity meters, the amount outstanding against RR VDEH 278 from March 2008 up to 19.8.2008 is Rs.3159.64 and the amount due to be paid against RR No. VDL 2091 from March 2008 up to 19.8.2008 is Rs.1512.85, totaling to RS.4672.49. The Complainant has also calculated the average consumption for these 2 RR Nos. from September 2007 to February 2008 at the rate of 141 units per month for RR VDEH 278 and 70 units per month for RR No. VDL 2091 works out to Rs.2556/- and Rs.1506/- respectively. The Complainant ultimately has agreed to pay an amount of Rs.8735/-. Both the Respondents 1 & 2 have pressed for the remittance of full amount against both the RR Nos under dispute.

After hearing the Complainant and the Respondents 1 & 2, it is considered a natural justice to reconnect the installations Nos.RR VDEH 278 and VDL 2091 after remittance of an amount of Rs.8735/- (Rupees Eight Thousand Seven Hundred and Thirty Five only) plus the regular bill for the month of September 2008 of both installations.

It is so ordered. The Complainant is to continue to pay regular bills without arrears till the case is finally decided by this Authority.

(S.D.UKKALI)
Ombudsman

To

1. K.S.Sethna,No.13, Kensington Road,Bangalore-560042

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2. The Chairman, CGRF, BESCO, Bangalore
3. The AEE, BESCO, O & M Sub Division, Devanahalli
4. The AO, BESCO, O & M Sub Division, Devanahalli
5. The Managing Director, BESCO, K.R.Circle, Bangalore
6. PS to Hon.Chairman
7. PS to Secretary
8. OCA
9. Chairpersons of all CGRF

OMB/B/G/-45/2008

**SHRI K.S.SETHNA,
13, KENSINGTON ROAD,
ULSOOR
BANGALORE-560042**