

Before the Ombudsman, K.E.R.C. Bangalore

Present: Shaik Ahmed,
Ombudsman

Case No.OMB/B/G-36/2007/4074
dated 27.03.2008

Complainant :

Shri Syed Jaffer,
No.15, (Old No.8/5)
First Main Road,
Palace Guttahalli,
BANGALORE-560003

Respondents:

1. The Asst. Executive Engineer(EI)
C-2 Sub Division, BESCOM,
13th Cross, Malleshwaram,
BANGALORE-560003

2.Consumer Grievance Redressal Forum,
BESCOM, Central Stores Premises,
Near E.S.I. Hospital,
Rajajinagar,
BANGALORE-560010.

The Complainant above named has filed this complaint against the Order of the 2nd Respondent (CGRF, BESCOM) dated 10.07.2007 passed in file No. CGRF/14/2007/1945. His grievance is that the installations bearing RR No. A 82779 and C2L9630 were in the name of his mother Smt.Sadathunnisa and the 1st Respondent has changed these installations in the name of one Smt Sunder Sunesha without any authority. Since his mother is dead, he had requested the 1st Respondent to transfer the above installations in his name. He has submitted

the death certificate of his mother and an indemnity bond to the 1st Respondent with a request to transfer the above installations in his name. But then the 1st Respondent has not changed the above installations in favour of the complainant. Hence, the complainant had filed a petition before the 2nd Respondent seeking an order to transfer the above installations in his name.

The 2nd Respondent, after hearing both the parties, has rejected the petition of the complainant on the following grounds:

- a) The allegation of the complainant that the 1st Respondent has transferred the installations in the name of Smt.Sunder Sunesha is not correct. The installations are still in the name of Smt.Sadathunnisa, mother of the complainant.
- b) The complainant has not observed the company formalities to get the installations transferred in his name.

Aggrieved by the Orders of the 2nd Respondent, the complainant has filed this complaint.

I have perused all the records furnished by the complainant and the 1st Respondent as well. I have also heard the complainant on 6.2.2008. The complainant has stated that till July 2007, the installations were in the name of Smt. Sunder Sunesha and it was only after July 2007 the installations were restored in the name of his mother, Smt.Sadathunnisa. The 1st Respondent has

not changed the installations in his (complainant's) favour in spite of submission of death certificate of his mother and sale deed of the property. He has further alleged that Smt.Sadathunnisa entered in the RR records is not his mother who died in 1957. He, therefore, seeks a direction to the 1st Respondent to enter the correct name and address of his mother in the RR records and also to transfer the above installations in his name since his mother is no more .

The 1st Respondent has submitted his written reply along with copies of documents, namely, requisition letter dated 4.12.1963 from Smt.Sadathunnisa for the supply of electricity, wiring contractor's completion and test report dated 24.2.1964 and record of servicing of installations on 15.6.1964. The 1st Respondent in his written submission has stated that the installations are not changed in the name of Smt.Sunder Sunesha as alleged by the complainant. He has further stated that the complainant was intimidated to submit necessary documents along with prescribed fees to take action to transfer the installations in his name. The complainant has not submitted the required documents.

As seen from the documents furnished by the 1st Respondent, the RR records do not indicate the name of Smt.Sunder Sunesha and the allegation that the installations were transferred in the name of Smt.Sunder Sunesha is not correct. The 1st Respondent has requested the complainant vide letter No.AGM/M/C2/312 dated 25.4.2005 to furnish khata certificate and pay necessary fees to take action to transfer the installations. The 1st Respondent has reminded the complainant on 21.5.2005 to furnish the necessary documents

along with prescribed fees. The complainant has not submitted the necessary documents nor paid the prescribed fees to get the installations transferred in his name. The installations cannot be transferred on mere production of death certificate and the indemnity bond. It is necessary for the complainant to submit the khata certificate issued by a competent urban local body along with the prescribed fees for getting the installations transferred in his name. Since he has not done this, he has no grievance at the moment. Therefore, the decision of the CGRF is **in order** and I see no reason to interfere with it.

The complaint is accordingly **“rejected”**.

(Shaik Ahmed)
Ombudsman

1. Shri Syed Jaffer, No.15 (Old No.8/5) First Main Road, Palace Guttahalli, Bangalore-560003.
2. The Asst,Executive Engineer (Ele) C-2 Sub Division, BESCO, 13th Cross, Malleshwaram, Bangalore-560003
3. Consumer Grievance Redressal Forum, BESCO, Central Stores Premises, Near E.S.I. Hospital, Rajajinagar, Bangalore-560010.
4. The Managing Director, BESCO Corporate Office, K.R.Circle, Bangalore-560001
5. The General Manager, (Tech), BESCO, Corporate Office, K.R.Circle, Bangalore-560001.
6. PS to Hon.Chairman 7.PS to Hon.Member-(Tech) 8. Secretary
9. Consultant (O.C.A.) 10. Chairpersons of all CGRF 11. Director(Tariff)