

**BEFORE THE ELECTRICITY OMBUDSMAN**

No.16 C-1, Miller Tank Bed Area (Behind Jain Hospital),

Vasanathanagar, Bengaluru-560 052

Present: S.S. Pattanashetti

Electricity Ombudsman

**Case No.OMB/B/G-312/2018**

**Dated: 11-01-2019**

Sri. K. Gangabyrappa,  
No. 54, M.S. Ramaiah Enclave,  
1<sup>st</sup> main, 1<sup>st</sup> cross, Nagasandra Post  
Bangalore-560073

: Appellant

VS

1.The Assistant Executive Engineer (Ele)  
N-4 Sub-Division, BESCO,  
No.488,14<sup>th</sup> cross, 4<sup>th</sup> stage  
Peenya II Stage, Bangalore-560079.

2.Chair Person, CGRF  
Bengaluru Urban District,  
Superintending Engineer (Ele),  
CA Site No. 05, West of Chord Road  
III Stage. Bhima Jyothi, HBCS Layout,  
Next to Chord Hospital  
Basaveshwaranagar,  
Bangalore-560079

: Respondents

This is an appeal filed under Regulation 21.02 of KERC (CGRF and Ombudsman) Regulations 2004 against non-redressal of complaint by the CGRF, Bengaluru Urban District (here in after referred to as the second respondent) within the period and manner specified in the Regulations. The appellant in his appeal has said that he had applied for refund of additional deposit paid by him. As the refund was not made, on 29-08-2016 he filed a complaint before CGRF Bengaluru Urban District seeking relief. In spite of conducting several hearings the CGRF has not passed any final order on his complaint.

The Chairperson of CGRF Bengaluru Urban District and the appellant were informed vide this Office letter No. OMB/B/G/312/2018/D-1165 dated 19-12-2018 to appear before this authority on 02-01-2019 to substantiate their stand. In the meantime, the CGRF Bengaluru Urban District vide case No. CGRF41/2016-17/4974-77 dated 15-12-2018 has passed an order dismissing the complaint of the appellant.

The case was taken up for hearing on 11-01-2019. Both the parties were absent for the hearing. The appellant's complaint before this authority is that his complaint has not been disposed by the CGRF. Now that, CGRF has disposed the complaint, the limited issue agitated by the appellant before this authority is resolved. The appeal of the complainant is disposed with a caution to the Chairperson, CGRF Bengaluru Urban District to dispose the complaints filed before the Forum within the statutory limit of 60 days in future.

### **ORDER**

**Case No.OMB/B/G-312/2018/D-1181**

**Date : 11-01-2019**

The Appeal of the Complainant is disposed as having become infructuous.

Sd/-  
(S.S.Pattanashetti)  
Electricity Ombudsman

- 1) Sri. K. Gangabyrappa,  
No. 54, M.S. Ramaiah Enclave,  
1<sup>st</sup> Main, 1<sup>st</sup> Cross, Nagasandra Post  
Bangalore-560073.
- 2) The Assistant Executive Engineer (Ele)  
N-4 Sub-Division, BESCOM,  
No.488,14<sup>th</sup> cross, 4<sup>th</sup> stage  
Peenya II Stage, Bangalore-560079
- 3) Chair Person, CGRF  
Bengaluru Urban District,  
Superintending Engineer (Ele),  
CA Site No. 05, West of Chord Road  
III Stage. Bhima Jyothi, HBCS Layout,  
Next to Chord Hospital  
Basaveshwaranagar,  
Bangalore-560079
- 4) PS to Hon'ble Chairman, KERC
- 5) PS to Hon'ble Member (A), KERC
- 6) PS to Hon'ble Member(M), KERC
- 7) PS to Secretary, KERC