

C A No. Applied for
Complaint No. 206/2023

In the matter of:

Dal SingarComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. S.R. Khan, Member (Technical)
4. MR. H.S. Sohal, Member

Attested True Copy
[Signature]
Secretary
CGRF (BYPL)

Appearance:

1. Mr. Vinod Kumar, Counsel of the complainant
2. Ms. Ritu Gupta & Mr. R.S. Bisht, On behalf of BYPL

ORDER

Date of Hearing: 20th July, 2023

Date of Order: 25th July, 2023

Order Pronounced By:- Mr. P.K. Agrawal, Member (Legal)

1. This complaint has been filed by Mr. Dal Singar against BYPL-SRD.
2. The brief facts of the case giving rise to this grievance are that Mr. Dal Singar, applied for new electricity connection vide request no. 8006162008 at premises no. C-43/14, 1st Floor, T Huts, Durga Mandir, Faiz Road, Karol Bagh, Near Mandir, Delhi-110005 but respondent rejected his application for new connection on the pretext of No space for pole distribution box and dues (as per video not confirmed).

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3. OP in its reply briefly stated that the complainant is seeking new electricity connection vide request no. 8006162008 at premises no. C-43/14, T Huts, Durga Mandir, Faiz Roadm Karol Bagh, Near Mandir, Delhi-110005. After site verification the field executive submitted that JJ cluster case, informed consumer to install ELCB. No space for pole DB box. Temporary kitchen found at site, TF OK. Field Executive also submitted that since the case is of JJ cluster area as such as per the policy framed on account of various factors including factor of availability of space, IGMS meters is required to be installed. IGMS meters are expensive meters which are available in the form of kit consisting of 6-9 meters depending on the size of the kit. As such meter installation can take place only subject to availability of meter.

OP also submitted that applicant to be asked to clear the dues which in part he has cleared and has further undertaken to clear the balance dues.

4. Representative of the complainant rebutted the contentions of the respondent as averred in their reply and submitted that the complainant applied for new connection on 13.02.2023 and respondent has not installed the IGMS meter kit till date. He further submitted that how long complainant has to wait for installation of the meter.

5. LR of the OP submitted that the complainant has applied for new connection in JJ cluster and for releasing connection in JJ Cluster they need to install IGMS meters which are expensive meters and are available in form of Kit consisting of 6-9 meters depending on the size of the kit.


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6. Heard both the parties and perused the record. From the perusal of evidence placed on record pleadings and after hearing both the parties it is transpired that complainant asked for new connection at property no. C-43/14, T Huts, Durga Mandir, Faiz Road, Karol Bagh, Near Mandir, Delhi-110005. Which OP rejected only on the basis of factor availability of space and IGMS meters is required to be installed. Forum has taken strict view that the complainant has applied for new connection on 13.02.2023 and till date OP has not purchased the IGMS meters or install the IGMS meter and release the connection to the complainant.
7. Therefore, OP is directed to install the meter to the complainant at the earliest without any further delay else Forum would impose penalty on OP for delay in releasing the connection.

ORDER

The complaint is allowed. The Respondent is directed to release the new connection to the complainant without making any further delay.

OP is further directed to file compliance report within 21 days from the date of this order.

The case is disposed off as above. No order as to the cost. Both the parties should be informed accordingly. Proceedings closed.

(H.S. SOHAL)
MEMBER

(P.K. AGRAWAL)
MEMBER (LEGAL)

(S.R. KHAN)
MEMBER (TECH.)

(P.K.SINGH)
CHAIRMAN

Attested True Copy

Secretary
CGRF (BYPL)