



Consumer Grievance Redressal Forum
FOR BSES YAMUNA POWER LIMITED
(Constituted under section 42 (5) of Indian Electricity Act. 2003)
Sub-Station Building BSES (YPL) Regd. Office Karkardooma,
Shahdara, Delhi-110032
Phone: 32978140 Fax: 22384886
E-mail: cgrfbypl@hotmail.com
SECY/CHN 015/08NKS

C A No. Applied for
Complaint No. 354/2023

In the matter of:

Jatinder SinghComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. Nishat Ahmed Alvi, Member (CRM)
3. Mr. P.K. Agrawal, Member (Legal)
4. Mr. S.R. Khan, Member (Technical)
5. Mr. H. S. Sohal, Member

Appearance:

1. Mr. Jatinder Singh, Complainant
2. Ms. Ritu Gupta, Mr. R.S. Bisht, Ms. Shweta Chaudhary & Ms. Chhavi Rani, On behalf of BYPL

ORDER

Date of Hearing: 07th December, 2023
Date of Order: 18th December, 2023

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

1. This complaint has been filed by Mr. Jatinder Singh against BYPL-PTN.
2. The brief facts of the case giving rise to this grievance are that Mr. Jatinder Singh is using electricity vide CA No. 153202528 installed at premises no. CN-1031, Ground Floor, Gali No. 10, Tali walan Basti, Anand Parbat, Delhi-110005.

Attested True Copy

Secretary
CORE (BYPL)

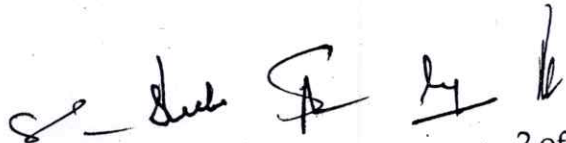


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3. Brief facts of the case are that the Forum vide its earlier order dated 26.08.2022 directed him to clear the dues of CA no. 100629822 in the name of Smt. Kiran amounting to Rs. 33431/- payable by the complainant, as the complainant was user of the electricity connection in the name of Smt. Kiran. Also OP was directed to waive off LPSC amount and allow complainant four equal monthly installments. Against the orders of the Forum, the complainant approached Hon'ble Ombudsman and Ombudsman vide its order dated 13.04.2023 upheld the order of CGRF that liability of the complainant to make payment of dues of Rs. 33431/- for the period 27.03.2016 till 06.12.2017 standing in the name of Smt. Kiran Devi, holds good. Ombudsman also awarded complainant an amount of Rs. 10,000/- (to be paid by the erring officer). The complainant did not comply with the orders of the Hon'ble Ombudsman and approached CGRF-BYPL with new complaint that OP has misled the Court in 2022 and charged for 6 KW instead of 1 KW and also stated that cheques of complainant were ~~deposited~~ not bounced ~~and~~ as alleged by OP, and OP should show proof of bounce cheques.

4. OP in its reply briefly stated that the complainant has filed complaint with respect to CA no. 153202528 registered in the name of Amandeep Singh who is son of the complainant. Along with complaint there is no authority letter issued by registered consumer in favour of the complainant. As such the complaint filed is not maintainable.



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Secretary
CGRF (BYPL)

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OP further added that from the complaint it is not clear as to what is the grievance of the complainant and as to what relief is sought by the complainant. As directed by Learned Ombudsman in appeal against orders of the Forum directed the benefit of LPSC of Rs. 10,370/- and compensation of Rs. 10,000/- to the complainant, OP had duly credited the said amount in the bill of the complainant on dated 04.05.2023.

As per bill dated 13.04.2023, complainant was required to pay Rs. 18640/- after giving credit of the amount detailed above. An amount of Rs. 1735.05 was lying in excess and hence the benefit of the same was given in next bill. Bill dated 11.08.2023 an amount of Rs. 18380/- was outstanding against the complainant.

Regarding the load and MDI, it was submitted that as per bill dated 11.08.2023 the sanctioned load is revised from 1 KVA to 2 KVA and hence Rs. 4500/- debited on account of security deposit as per DERC (Supply Code and Performance Standards) Regulations 2017, sub-Regulation 17 (4).

5. Complainant along with his rejoinder submitted others applications also, but none of the application clarify the grievance of the complainant. In one complaint, the complainant stated that Cheque no. 410334450 amounting to Rs. 4500/- dated 25.12.2015, Bank of Karur Vysya Bank limited and second cheque of Rs. 10,000/- dated 06.08.2017 drawn on State Bank of India. The dues of Rs. 33341/- belongs to Mr. Vihas Sahni, Mr. Birender Verma and Mr. Yadav, the complainant has nothing to do with these dues.

[Handwritten signatures]

Attested True Copy
[Signature]
Secretary
CGRF (BYPL)

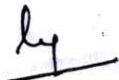
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In another letter the complainant stated that he is being harassed by the officials of the respondent. He also prayed for refund of fixed charges towards load enhancement.

6. We have gone through the submissions made by both the parties and perused the documents placed on record. The complainant has not obeyed the orders of Hon'ble Ombudsman by paying the revised bill. He approached the forum for revision of load from 6 KW to 1 Kw but failed to show any details of the enhanced load. He also argued regarding the two bounced cheques for which the complainant was asked to produce bank details showing that both the cheques were cleared by the bank but the complainant failed to produce the details.
7. Therefore, we could not find any concrete ground in the complaint of the complainant, thus the complainant is directed to clear the outstanding of the electricity bill as per orders of Ombudsman.
8. The case is disposed off as above. No order as to the cost. Both the parties should be informed accordingly.
9. File should be consigned to Record Room.


(S.R. KHAN)
MEMBER-TECH



(P.K. SINGH)
CHAIRMAN


(P.K. AGRAWAL)
MEMBER-LEGAL


(NISHAT AHMAD ALVI)
MEMBER-CRM

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Secretary
CGRF (BYPL)


(H.S. SOHAL)
MEMBER