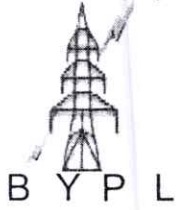


C G R F



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. Appiled For
Complaint No. 199/2023

In the matter of:

Madina BegumComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. Nishat A 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. Sameer, A.R. of the complainant
2. Ms. Ritu Gupta & Mr. R.S. Bisht, On behalf of BYPL

ORDER

Date of Hearing: 25th July, 2023

Date of Order: 07th August, 2023

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

1. The complainant in his grievance submitted that she applied for new electricity connection vide request no. 8006166046 and 8006166043 at premises no. 1/292, SF, old no. 251/A/56-B, Shri Ram Nagar, Shahdara, Delhi-32, but respondent rejected her application for new connection on pretext of energy dues against CA and no separate dwelling unit.

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Secretary
CGRF (BYPL)







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Complaint No. 199/2023

2. OP in its reply briefly submitted that the complainant applied for new electricity connection for first and second floor at premises no. 1/292, (old no. 251-A-56-B), Shri Ram Nagar, Shahdara, Delhi-32. The complainant applied for new connection vide request no. 8006166043 and 8006166045 which were rejected as dues are outstanding against the subject premises in respect of CA no. 101214339 as in respect of second floor there is no separate dwelling unit which is already electrified through CA No. 101333576.

OP further added that consumer objected to the outstanding dues against CA no. 101214339 registered in the name of Mr. Shahid having billing address as 251-A-56-B, Shri Ram Nagar, shahdara, Delhi. Joint visits were organized twice to verify the fact of outstanding dues on 16.03.2023 and 23.03.2023.

As per joint visit report dated 23.03.2023 there is one L shape property having three portions. In the first portion there are three electricity connections having address as 251-A-56. There is no electricity connection in the name of Mr. Shahid. The second portion has two electricity connections with billing address as 272A. The third portion i.e. applied portion has one live connection bearing CA no. 101333576 registered in the name of Mr. Islam with billing address as 1/292, Shri Ram Nagar, Shahdara, Delhi. The address 1/292 is new address whereas old address is 251-A-56 which seems to be divided into two portions and the second portion is numbered as 251-A-56-B which is the address of applied premises as well as the address mentioned on the bill of disconnected connection.

3. Arguments of both the parties are heard.

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Secretary
BYPL







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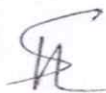
Complaint No. 199/2023

4. Representative of the complainant submitted that she resides at 1/292 old no. 251/A/456-B. OP has transferred dues of one Shahid. She further submitted that she is having property documents since 1977 and it does not contain name of Shahid. OP is transferring dues of unknown persons in lieu of releasing new electricity connections.
5. LR of OP argued that during the site visit dated 23.03.2023 for verification of dues against disconnected connection 101214339 in the name of Shahid, we found that at property no. 251/A/56 three meters are installed and they could not trace Mohd Shahid. On property papers of the complainant new address 1/292 Shri Ram Nagar and old address 251/A/56-B, Shri Ram Nagar is written. Though Mohd Shahid is not traceable but the dues are on the same premises as the address of that of complainant and Shahid are same.
6. From the perusal of documents placed on record and pleadings of both the parties it came to our knowledge that OP has not placed on record any other documentary proof that the dues are on the premises of the complainant. OP has only submitted the site visit report in support of their claim that the premises of the complainant and that of Mohd Shahid are same. OP failed to produce any other documentary evidence in support of their claim. OP should have submitted K.No. file in support of their claim. Property chain submitted by the complainant along with his complainant nowhere shows the name of Mohd Shahid. OP has also released more connections in the said premises but has not asked dues from them. OP also has let the dues accumulated for such a long time. The connection of Shahid was disconnected in the year 2008 but now they are claiming dues from the complainant in the year 2023, it shows sheer negligence on the part of respondent in claiming the dues after a gap of almost 15 years. OP has not even mentioned the amount of dues.

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CGRF (BYPL)







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Complaint No. 199/2023

7. Therefore, we are of considered opinion that rejection of the application of the complainant for grant of new electricity connections is not justified. The new connection should be released to the complainant without asking for pending dues of Mohd Shahid. The complainant should complete all the commercial formalities as per DERC Regulations 2017 for release of new electricity connection.

ORDER

Complaint is allowed. OP is directed to release the new connection to the complainant after completion of all the commercial formalities as per DERC Regulations 2017.

OP is also 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.


File be consigned to Record Room.



(P K SINGH)
CHAIRMAN


(S.R. KHAN)
MEMBER-TECH


(P.K. AGRAWAL)
MEMBER-LEGAL


(NISHAT AHMAD ALVI)
MEMBER-CRM

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Secretary
CGRF (BYPL)


(H.S. SOHAL)
MEMBER