

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
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SECY/CHN 015/08NKS

C A No. 150679473
Complaint No. 29/2022

In the matter of:

Mohd ZahidComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mrs. Vinay Singh Member(Law)
2. Mrs. Monika Taneja, Member (CRM)

Appearance:

1. Mr. Neeraj Kumar, Counsel of the complainant
2. Mr. Imran Siddiqi, Mr. Jagatheesh Kannan & Ms. Shweta Chaudhary, On behalf of BYPL

ORDER

Date of Hearing: 18th April, 2022
Date of Order: 19th April, 2022

Order Pronounced By:- Mrs. Vinay Singh, Member (Law)

Briefly stated facts of the case are that the meter installed against CA No. 150679473 jumped in the month of February 2021 and respondent raised high energy bill amounting to Rs. 70590/-.

The complainant's grievance is that he purchased property no. 910, 2nd Floor, Jatwara, Darya Ganj, Delhi-110002. on 03.08.2015 where already an electricity connection was installed. He was using same electricity connection and till

Complaint No. 29/2022

February 2021 his regular energy bills were of 'zero' amount. To his surprise the bill for the month of April 2021 was raised for Rs. 62,420/-. Thereafter the current bill received by the complainant is for Rs. 70,590/- without meter reading and calculations. Therefore, he requested the forum to direct the respondent for revision of his bill.


Notices were issued to both the parties to appear before the Forum on 16.03.2022.

The respondent in their reply stated that the complainant has raised the issue of billing and has sought revision of bill prior to April 2021. It is also their submission that on 23.03.2021 a downloaded reading of meter no. 11391766 was recorded as 21329 i.e. 4775 units against recorded MDI as 2.00 KW. The said reading was on very higher side as such meter testing was done on 30.03.2021 and on testing meter accuracy was found +0.56% i.e. within limit as prescribed by DERC.

Respondent further added that the reading before testing of the meter was 23152 and after testing was 23153 i.e. 1 unit. However, within this period of 7 days i.e. from 23.03.2021 to 30.03.2021 there was consumption of 1824 units. Again meter reading was recorded on 20.04.2021 which was 23286 i.e. consumption of 133 units in next 21 days after the date of meter testing. The site of complainant was also visited on 24.01.2022 and it was found that a load of 5310 watts is running at the premise of the complainant.

The matter was listed for hearing on 16.03.2022, when complainant submitted that it is a case of meter jumping and sought restoration of electricity. Therefore, the forum directed the complainant to deposit Rs. 20,000/- as advance in respect of dues of Rs. 62,240/- and respondent is directed for restoration of electricity supply within two working after the receipt of the payment.

ML

 2 of 4

Complaint No. 29/2022

Respondent was also directed to assist complainant for third party meter testing. Both the parties were also directed to file their written submissions.

Respondent submitted third party meter testing report which concludes that meter date and time found disturbed.

The matter was finally heard on 18.04.2022, when arguments of both the parties were heard and matter was reserved for orders.

We have gone through the submissions made by both the parties. From the narration of facts and material placed before us we find as under:

1. From the perusal of the monthly reading data provided by the respondent the monthly electricity consumption of the complainant ranges between 126 units to 350 units during different months.
2. It is also noticed that the site inspection report of the respondent shows connected load as 5310 watts. Respondent added the load of Air conditioner and Geyser in the total load whereas same should be bifurcated season wise or 6 monthly as normally both the apparatus do not run simultaneously.
3. The meter of the complainant was tested by the respondent and was found within permissible limits as per DERC guidelines.
4. That after meter testing on 30.03.2021 again the consumption recorded on 20.04.2021 was of 133 units for 21 days which is in line to the readings recorded before March 2021.
5. The consumption from 23.03.2021 to 30.03.2021 i.e. for 7 days is 1824 units.
6. The consumption recorded on 23.03.2021 as 4775 units and 1957 units on 20.04.2021 shows irregularities in meter.

ME



Complaint No. 29/2022

In view of the record placed before the Forum and above findings we are of considered opinion that the meter recorded abnormal readings during the period 18.02.2021 to 20.04.2021. Also, the third party meter testing report concluded that 'meter date and time found disturbed.


Therefore,


1. We direct the respondent to revise the bill of the complainant considering the period from 18.02.2021 to 20.04.2021 as defective and taking base period of previous year's consumption.
2. As per the directions of the Forum dated 16.03.2022 the complainant was asked to deposit Rs. 20,000/- for restoration of electricity supply. If, the complainant had deposited the said amount same should also be adjusted while revising the bill of the complainant.
3. The revised bill should be served to the complainant within 7 days from the date of this order.
4. Respondent is also directed to file the compliance report.

The case is disposed off as above.

No order as to the cost. Both the parties should be informed accordingly.

Proceedings closed.


(MONIKA TANEJA)
MEMBER (CRM)


(VINAY SINGH)
MEMBER (LAW)
4 of 4