

C A No. 100710597
Complaint No. 07/2023

In the matter of:

Santosh JoshiComplainant

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. Harish Kumar, Representative of the complainant
2. Ms. Ritu Gupta, Mr. Imran Siddiqi, Mr. Rajan Pasan, Ms. Shweta chaudhary & Ms. Divya Sharma, On behalf of BYPL

ORDER

Date of Hearing: 23rd February, 2023
Date of Order: 27th February, 2023






Order Pronounced By:- Mr. Nishat Ahmed Alvi, Member (CRM)

1. Present complaint has been filed by the complainant alleging that complainant's application for bill revision has been rejected without mentioning any reason. Complainant has prayed this Forum for grant of his complaint by issuing directions to the respondent to revise his bill by giving him proper reimbursement.

[Handwritten signatures and initials]

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2. The complainant in her complaint stated that BYPL send them wrong bill in August 2021 of her electricity connection having CA No. 100710597 and his meter reading on 25.02.2021 was 22506. Thereafter, till June there was no reading taken due to Covid-19. BYPL authorities took reading in the month of July 2021 on 29.07.2021 as 24016, but respondent revised ~~her~~ her bill from March ^{instead} of ~~from~~ February.
3. Respondent in its reply briefly stated that the present complaint pertains to billing dispute in respect of CA No. 100710597. Reading was downloaded on 25.02.2021 as 22506. On 30.03.2021 reading was downloaded as 22756 accordingly bill for the month of April 2021 was generated for the period 26.02.2021 to 31.03.2021 for 33 days. Due to Covid-19, reading could not be taken/downloaded from 31.03.2021 to 29.07.2021 and on 29.07.2021 reading was downloaded as 24016. Thus bill from 31.03.2021 to 27.07.2021 for 121 days bill was raised for the month of August 2021 by giving proper slab and subsidy of Rs. 3174.20 as per DERC tariff order.
4. Representative of the complainant submitted that BYPL issued him wrong bill of CA No. 100710597 of Rs. 3040/- for the month of August 2021. He further submitted that respondent has not considered reading of Feb 22506 and raised him bill from March at reading 22756. The difference of 250 units bill has not been raised. He further added that he made payments of provisional bills during the period March till July through paytm but respondent has not adjusted by respondent.
5. LR of the OP submitted calculation sheet for the bill of August 2021. OP further added that since the downloaded reading was noted on 25.02.2021 as 22506 thereafter meter reading was downloaded on 31.03.2021 as 22756 and bill was generated accordingly.

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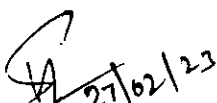
OP further added that thereafter because of Covid-19, reading could not be taken and reading was taken/recorded on 29.07.2021 as 24016. The bill to the complainant was raised for the period 31.03.2021 till 29.07.2021 from reading 22756 till 24016.

6. From the perusal of record placed before us and pleadings of both the parties it is transpired that the bill raised by OP is correct and raised to the complainant by giving proper slab and subsidy benefit. The reading for the period 25.02.2021 till 31.03.2021 was downloaded and OP has already raised the bill for this period, therefore, the complainant's contention that bill of 256 units from 25.02.2021 till 31.03.2021 is unjustified.
7. We are of considered opinion that the bill raised by OP is correct and payable by the complainant. It also seems that complainant had not made payment of bill since long; therefore complainant should clear all the pending dues at the earliest.

ORDER

The complaint is rejected. The bill raised by OP is correct and payable by the complainant. Since, the complainant has not made the bill payment since long, we direct the respondent to waive off LPSC from the bill of the complainant and the complainant is directed to clear the pending dues within given stipulated time.

No order as to the cost. Both the parties should be informed accordingly. File be consigned to Record Room.


(S.R. KHAN)
MEMBER-TECH


(NISHAT AHMAD ALVI)
MEMBER-CRM


P K SINGH)
CHAIRMAN


(P.K.AGRAWAL)
MEMBER-LEGAL


(H.S. SOHAL)
MEMBER