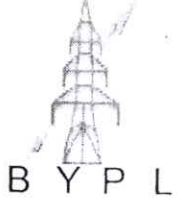


C G R F



Consumer Grievance Redressal Forum

FOR BSES YAMUNA POWER LIMITED

(Constituted under section 42 (5) of Indian Electricity Act, 2002)

Sub-Station Building BSES (YPL) Regd. Office Karkardoom

Shahdara, Delhi-110086

Phone: 32978140 Fax: 2238488

E-mail: cgrfbypl@hotmail.com

SECY/CHN/01/508N

CA No. Applied For
Complaint No. 399/2023

In the matter of:

ShumailaComplainant

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 (Technical)
4. Mr. S.R. Khan, Member (Technical)
5. Mr. H.S. Sohal, Member

Appearance:

1. Mr. Vinod Kumar, Counsel of the complainant
2. Ms. Ritu Gupta & Ms. Shweta Chaudhary, On behalf of BYPL

ORDER

Date of Hearing: 19th December, 2023

Date of Order: 21st December, 2023

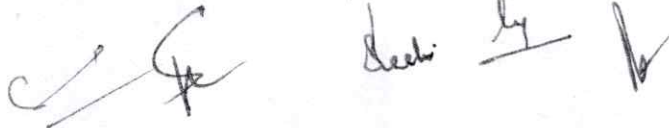
Order Pronounced By:- Mr. S.R. Khan, Member (Technical)

1. The brief facts of the case giving rise to this grievance are that complainant Ms. Shumaila, applied for name change for CA No. 152114397 vide request no. 8006553136 at premises no. F-62, C-A, 3rd floor, F block, Jawahar Park, Laxmi Nagar, Delhi-110092 but respondent rejected her application for name change on pretext of dues pending at site, but complainant stated that the dues pertains to other floor and she is not liable to pay the same.

Attested True (


Secretary
CGRF (BYPL)

1 of 3

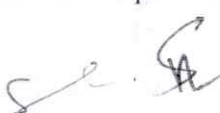





Complaint No. 399/2023

2. OP in its reply briefly submitted that the complainant is seeking change of name vide request no. 8006553136 with respect to CA No. 152114397 which is currently registered in the name of Shumaila and installed at property bearing no. F-62-C/A, F-block, Jawahar Park, Laxmi Nagar, Delhi-110092. The request of the complainant was rejected due to the existence of outstanding dues of temporary connection bearing CA no. 350485844. The entire property is owned by the complainant. The building is in the shape of ground plus four floors, thus the outstanding dues of temporary connection which was used for the construction of the subject property needs to be divided proportionately on all the floors. As such pro-rata share of complainant comes to be Rs. 678/-.
3. Complainant in his rejoinder refuted the contentions of the respondent as averred in their reply and stated that the dues as alleged by the respondent company does not pertain to the complainant premises in any manner.
4. Heard arguments of both the parties and perused the record.
5. The complaint of the complainant is for name change for CA No. 152114397 and OP stated that they are ready to change the name of the complainant, but the complainant has to pay pro-rata amount of Rs. 678/-. The complainant denied making the payment of the pro-rata amount.
6. The name change application of the complainant is pending because of pending payment of pro-rata amount of Rs. 678/-. This is just a nominal amount which can be paid easily.

Attested True Copy


Secretary
CGRF (BYPL)

    2 of 3

Complaint No. 399/2023

7. Therefore, we direct the complainant to clear the pro-rata amount of Rs. 678/-.

ORDER

Complaint is rejected. OP has rightly rejected the application of name change of the complainant. For name change, the complainant has to make the payment of pro-rata amount.

OP is directed to make name change affective as per DERC Regulations 2017 once the complainant makes payment of pro-rata dues.

OP is also directed to file compliance report.

Case is disposed off as above.

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

Proceedings closed.


(S.R. KHAN)
MEMBER-TECH


(P.K. SINGH)
CHAIRMAN
21/12/23


(P.K. AGRAWAL)
MEMBER-LEGAL


(NISHAT AHMAD ALVI)
MEMBER-CRM


(H.S. SOHAL)
MEMBER

Attested True Copy

Secretary
CGRF (BYPL)