



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

CA No. Applied for
Complaint No. 91/2023

In the matter of:

Suraj GuptaComplainant

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. Madan Thakur, Counsel of the complainant
2. Ms. Ritu Gupta, Ms. Vijay Michael, Mr. Ashok Kumar, Ms. Shweta Chaudhary & Ms. Divya Sharma, On behalf of BYPL

ORDER

Date of Hearing: 23rd March, 2023

Date of Order: 27th March, 2023

Order Pronounced By:- Mr. P.K. Singh, Chairman

1. This complaint has been filed by Mr. Suraj Gupta against BYPL-GTR.
2. The brief facts of the case giving rise to this grievance are that complainant Mr. Suraj Gupta is owner of property bearing no. Shop No. 17, 1st floor, 1/6820, East Rohtash Nagar, Shahdara, Delhi-32 and using electricity through CA No. 152887609.

True Copy
Secretary
CGRF (BYPL)

Secy
S
b
h

Complaint No. 91/2023

It is also his submission that respondent has wrongly transferred dues of CA No. 150236829 amounting to Rs. 26397.82/- to his live connection which is illegal. Therefore, he requested for removal of transferred dues from his live connection.

3. OP in its reply briefly stated that the complainant is seeking withdrawal of dues of Rs. 26395/- which were transferred from CA No. 150236829 (disconnected connection) registered in the name of Sh. Harbans Lal to CA No. 152887609 (live connection) registered in the name of Suraj Gupta, the complainant. OP further added that the connection in the name of Sh. Harban Lal was disconnected on 15.01.2021 on account of outstanding dues of Rs. 26395/- and the said connection was granted for shop no. 18, FF, at property bearing no. 1/6820, East Rohtash Nagar, Shahdara, Delhi.

On 09.09.2022, site was visited it was found that live connection granted for shop no. 17 was now providing electricity to shop in respect wherein disconnected connection was provided. Respondent further added that premises were inspected and it was found that shop no. 17 & 18 is one shop which is electrified through the live connection.

4. Arguments of both the parties are heard.
5. Representative of the complainant submitted that the dues transferred by respondent do not pertain to him and he is not liable to pay the said dues. He further submitted that there are only 17 shops on the first floor and shop no. 18 never existed. He also denied the contents of reply of respondent. He stated that OP released him connection for shop no. 17 vide CANo. 152887609 on 03.08.2019.

6. LR of the OP submitted that phone no mentioned on the bill of the complainant and that of disconnected connection is same. OP also submitted that the complainant applied for name change of disconnected

Attested True Copy
[Signature]
Secretary
CGRF (BYPL)

[Signature]

Complaint No. 91/2023

connection on 16.05.2019, before applying for new connection in his name, thus this proves that complainant was user of disconnected connection in the name of Harbans Lal and is liable to clear the dues of disconnected connection.

7. Heard both the parties and perused the record. From the perusal of evidence placed on record pleadings and after hearing both the parties it is transpired that complainant asked for removal of transferred dues but during arguments it is cleared that dues pertains to the complainant and he is liable to clear the transferred dues. The complainant requested that the LPSC amount in the transferred dues should be waived off for payment of the transferred dues.

ORDER

Complaint is allowed. Respondent is directed to waive off entire LPSC amount from the transferred dues and complainant is directed to make the payment of the balance bill amount.

OP is further directed that if complainant wants he may be given monthly instalments not exceeding to 5 instalments along with current month's energy charges.

The OP is also directed to file compliance report to this office within 21 days from the issue of this order.

The 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


(NISHAT AHMAD ALVI)
MEMBER-CRM


(P.K. SINGH)
CHAIRMAN

Attested True Copy

Secretary
CGRF (BYPL)


(P.K. AGRAWAL)
MEMBER-LEGAL


(H.S. SOHAL)
MEMBER