



CA No. 151068458
Complaint No. 06/2021

In the matter of:

Sohan PalComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. Arun P Singh (Chairman)
2. Mrs. Vinay Singh, Member (Legal)
3. Dr. Harshali Kaur, Member (CRM)

Appearance:

1. None present on behalf of the complainant
2. Mr. Imran Siddiqi & Ms. Shweta Chaudhary, On behalf of BYPL

ORDER

Date of Hearing: 09th April, 2021

Date of Order: 12th April, 2021

Order Pronounced by:- Dr. Harshali Kaur, Member (CRM)

Briefly stated facts of the case are that the respondent erroneously transferred wrong dues to the live connection of the complainant and he approached this Forum to get the said dues withdrawn.

The Complainant states that he purchased property bearing no. H.No. 23-A, GF, Kh. No. 6/25/2, Gali No. 1, Jagdamba Colony, Johri Pur, Delhi-94 in the year 2014 and at the time of purchase of property no connection was installed there. Thereafter, he applied for new connection after fulfilling all the formalities as per DERC Guidelines.

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The respondent installed the meter in the year 2014 and alleges that he was regularly paying all the bills as and when raised by the respondent. In December 2019, the respondent sent the complainant a notice showing that approximately Rs. 55000/- are pending against his connection. Finding no just cause if such a transfer as he had been paying all the bills raised by the respondent in a timely manner, the Complainant filed the present complaint before this Forum.

Notices were issued to both the parties to appear before the Forum on 01.02.2021.

The respondent company submitted their reply stating therein, that the complainant purchased the property bearing no. H.No. 23-A, GF, Kh. No. 6/25/2, Gali No. 1, Jagdamba Colony, Johri Pur, Delhi-94 in the year 2014 from Sh. Karan Singh.

Further, on site visit done by the officers of the Respondent, it was found that the disconnected connection bearing CA no. 101406825 in the name of Smt. Laxmi Devi w/o Sh. Karan Singh, was being provided electricity through live connection of the complainant, vide CA No. 151068458.

The registered consumer of live connection having CA No. 151068458 was served notice for transfer of dues on 18.10.2018. The complainant Mr. Sohan Pal approached BSES and submitted a letter issued by Sh. Karan Singh but at no point of time Mr. Karan Singh has approached the respondent for payment of pending bill. Later on, the complainant made the payment of the bill without LPSC in terms of the settlement.



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On the basis of the representations of the complainant challenging the transfer of dues, the current dues were taken against the bills wherein the transfer dues were duly reflected and the matter was again looked into. On re-verification and as per the letter of Sh. Karan Singh, which was submitted by the complainant in the office, it shows that the meter is installed at the same premises. Thus, on 19.11.2019 the dues were transferred to the live connection of the complainant having CA No. 151068458.

On date of hearing, i.e. 01.02.2021, the complainant stated that his meter had been disconnected for non-payment of transferred dues, but after making payment of Rs. 54920/-, the meter has been energized. The complainant also submitted that he was forced to make this payment by respondent due to disconnection. The Respondent was directed to file the statement of account and point wise reply by this Forum. Simultaneously, the Complainant was also directed to file documents to support the allegations he had raised.

On 12.02.2021, the respondent filed statement of accounts as per directions by this Forum. The Complainant however stated that he had received notice of disconnection despite making the payment. The Forum gave the Respondent a short date to clarify all the queries at their request. Both the parties were also advised to explore the possibility of an amicable solution, if possible.

The Forum heard both the parties extensively on several dates giving each party time to file details and documents to support the averments made before this Forum. On 25.03.2021, the respondent submitted that both the parties were on the verge of reaching an amicable settlement and sought time for the same.

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The respondent company submitted withdrawal letter of the complainant vide their e-mail dated 07.04.2021. The withdrawal letter of the complainant states that - as per material settlement arrived with BYPL, due amount has been reversed with LPSC against his connection. He also submitted that he has received No Dues Certificate from BYPL, in writing. Respondent also ensured the complainant that in future they will not transfer the same amount on his connections. He further added that he is satisfied and wishes to withdraw his complaint from CGRF as his grievances have been addressed to his satisfaction.

On the next date of hearing, 09.04.2021, none was present on behalf of the complainant. Under the circumstances, the Forum found it prudent to accept and ^{allow &} the withdrawal cum satisfaction letter of the complainant placed on record by the respondent vide their e-mail dated 07.04.2021 and dispose off the case accordingly.

No order as to the cost. A copy of this order be sent to both the parties and file be consigned to record room thereafter.

The order is issued under the seal of CGRF.


(HARSHALI KAUR)
MEMBER(CRM)


(VINAY SINGH)
MEMBER(LEGAL)


(ARUN P. SINGH)
CHAIRMAN