

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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C A No. 100871857
Complaint No. 43/2019

In the matter of:

Nafisha BegumComplainant

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. The Complainant and Mr. Purushottam Sahu
2. Mr. Imran Siddiqi, Mr. Prashant Tikadar & Mr. Achal Rathi,
On behalf of BYPL

ORDER

Date of Hearing: 23rd October, 2019
Date of Order: 1st November, 2019

Order Pronounced by:- Mrs. Vinay Singh, Member (Legal)

The complainant lodged a complaint in CGRF regarding inflated billing. It was her submission that she is having a non-domestic connection at her premises and the meter of the said connection was replaced with the new one. It was also her case that the first bill after meter replacement which she received on 08.07.2019 was almost twice the amount than her previous bills. She approached the respondent and was advised to get shunt capacitor installed. She also submitted that her meter was also tested but she was not provided

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with the meter test report. She requested the forum to direct the respondent company for issuance of meter test report, revision of bill, testing of meter in lab and change of meter.

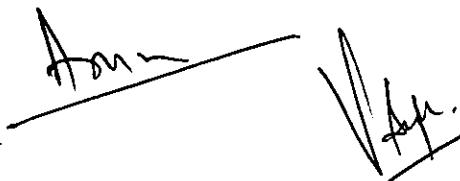
It is pertinent to mention here that registered consumer Nafisha Begum has given her shop on rent to Sh. Purushottam Sahu, who runs a sweets shop in the name of Jai Guru Sweets and also authorized representative of the complainant in the present case.

Notice was issued to both the parties to appear before the Forum on 22.08.19.

The respondent has filed a reply on dated 21.08.19 as under:-

The meter of the complainant was changed on 21.05.19 in order to record reading in KVAh in terms of the directions of DERC. At the time of installation of the meter the complainant was informed that in case the shunt capacitor was not connected then the reading which will be calculated on power factor basis may turn out to be higher. The complainant did not get the shunt capacitor installed as a consequence the power factor of the consumer was less than 1 which leads to higher billing. The complainant visited the office of the respondent, and was duly explained that the bill is raised as per consumption and change in meter or units for recording the consumption has no bearing on the billing. The complainant was again asked to get the shunt capacitor installed as it would maintain power factor.

It is pertinent to mention here that during hearing on 22.08.19 the respondent was asked to check the meter of the complainant and to file the meter test report. The meter of the complainant was tested on site by the respondent, thereafter the respondent was asked to test the meter in lab and submit its meter test report and meter was tested on 02.09.19 and the report is found to be OK, "Meter accuracy within limit".



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During the course of hearing the complainant was directed to deposit Rs. 10,000/- of the current bill. The respondent was also directed to install a parallel meter purchased by the complainant for which respondent will install it as a parallel meter and wait for a month to record the consumption.

On the final hearing, the respondent submitted that parallel meter was installed 10-12 days ago and the respondent also filed comparison of five days reading, in which consumption in BYPL meter is less than the parallel meter (meter of complainant installed at site) and directed the respondent to file consumption of 15 days of both the meters.

As per the directions of the forum the parallel/checked meter was installed by the respondent on 18.10.19. First reading after installation of parallel meter was taken on 23.10.19 and the second reading was taken on 30.10.19. The comparison of both the meters is as follow:

Date	BSES Meter Reading		Parallel Meter Reading	
	KWH	KVAh	KWH	KVAh
18.10.2019	5425	6749	258.5	269.3
23.10.2019	5595	6929	429.2	450.2
31.10.2019	5838	7180	671.8	701.2

As per the given readings the difference between both the meter readings is negligible. The difference between the KWH readings between 18.10.19 to 23.10.19 for BSES meter was 170 units and reading difference between parallel meter was 170.7. The difference of units from 23.10.19 to 31.10.19 was 243 units of BSES meter and 242.6 units of parallel meter.



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From the above reading pattern it is evident that the units consumed by both the meters are almost same. Therefore, the forum is of the opinion that the meter installed by BSES on 21.05.19 is in order.

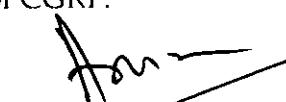
As above the Forum is of the opinion that the meter installed by the respondent is OK and the readings recorded by the meter are in order, thus the bill amounting to Rs. 20,600/- (till 30.10.2019) raised by the respondent is correct and payable by the complainant till 18.11.19. The Forum directs the respondent to waive off the LPSC amount from the bill amount of the complainant and also allow two equal monthly installments if the complainant wants to make the payment in instalments.

Case is disposed off as above.

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

The order is issued under the seal of CGRF.


(HARSHALI KAUR)
MEMBER (CRM)


(ARUN P SINGH)
CHAIRMAN


(VINAY SINGH)
MEMBER (LEGAL)