

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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E-mail:cgrfbyp@hotmai.com
SECY/CHN 015/08NKS

C A No. 100802495
Complaint No. 51/2019

In the matter of:

Mohd. AkramComplainant

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. Complainant
2. Mr. Imran Siddiqi, Ms. Ritu Gupta, Mr. Vijender Kumar & Mr. Achal Rathi, On behalf of BYPL

ORDER

Date of Hearing: 18th September, 2019

Date of Order: 19th September, 2019

The grievance of the complainant is that for the last two years the respondent is not sending him regular electricity bill and now all of a sudden he received a bill amounting to Rs. 34,520/-. It was also his submission that CA NO. 100802495 is installed in the name of his father and his father expired in the year 2014 since then the complainant is user and beneficiary of the connection. He further added that the last regular bill received by him was in December 2016, after that no reading was taken from the meter and no bill was raised to him. He repeatedly approached the respondent but all went in vain. He also

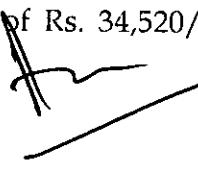
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stated that respondent violated Regulations 30(1), 30 (11), 38 (1) & (8) of the DERC Supply Code by not regularly taking reading of the meter, issuing him provisional bills for more than one consecutive billing cycle and preparing bill on actual meter reading and not delivering bills to the complainant on regular basis. He requested the Forum to direct the respondent company for correction of bill, compensation and also asked for stay on disconnection.

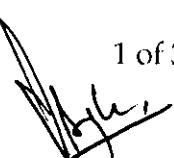
On notice the respondent company appeared before the Forum and submitted their reply. The case was listed for hearing before the Forum and both the parties were heard extensively.

The respondent in their reply submitted that the present case is case of escaped billing. The connection issued was billed regularly till 27th December 2016, however, thereafter inadvertently the CA No. 100802495 in issue was "Moved Out" from the system of the respondent as a consequence the bills were not generated. In March 2019, a lineman visited the premises of the complainant to download the reading, and then the person present at site told the lineman that no bill is generated after December 2016. As such for the escaped billing i.e. from reading 16924 dated 27.12.19 till reading 26284 dated 01.03.2019, a consolidated bill of Rs. 34,516.99/- was raised to the complainant after giving complainant due benefits of slabs etc, thereafter from 02nd March 2019 the bills are being raised regularly.

It is pertinent to mention here that during the course of hearing the complainant produced a disconnection notice dated 26.07.19 before the Forum and Forum stayed the same till next date of hearing. It was also submitted by the complainant that he is ready to pay the current energy charges as filed by the respondent. Accordingly, the respondent was directed to take the current charges and the total outstanding amount of Rs. 34,520/- till March 2019 be stayed.



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On final hearing of the case both the parties stated that they had settled the matter amicably and the complainant has paid the current charges bill. The remaining amount is divided into 6 instalments and post dated cheques were handed over to the respondent by the complainant. The complainant also submitted a letter stating therein that he will pay the current demand every month and respondent will waive off the entire LPSC charges during the instalment period.

Since the grievance of the complainant has been redressed upto his satisfaction, the Forum closes the case.

Case is disposed off as above.

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


(HARSHALI KAUR)
MEMBER (CRM)


(ARUN P SINGH)
CHAIRMAN


(VINAY SINGH)
MEMBER (LEGAL)