



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

C A No. 101043310
Complaint No. 14/2021

In the matter of:

Jagat SinghComplainant

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. Mr. Jagat Singh, Complainant
2. Mr. Imran Siddiqi, Ms. Shweta Chaudhary & Mrs. Vijay Michael,
On behalf of BYPL

ORDER

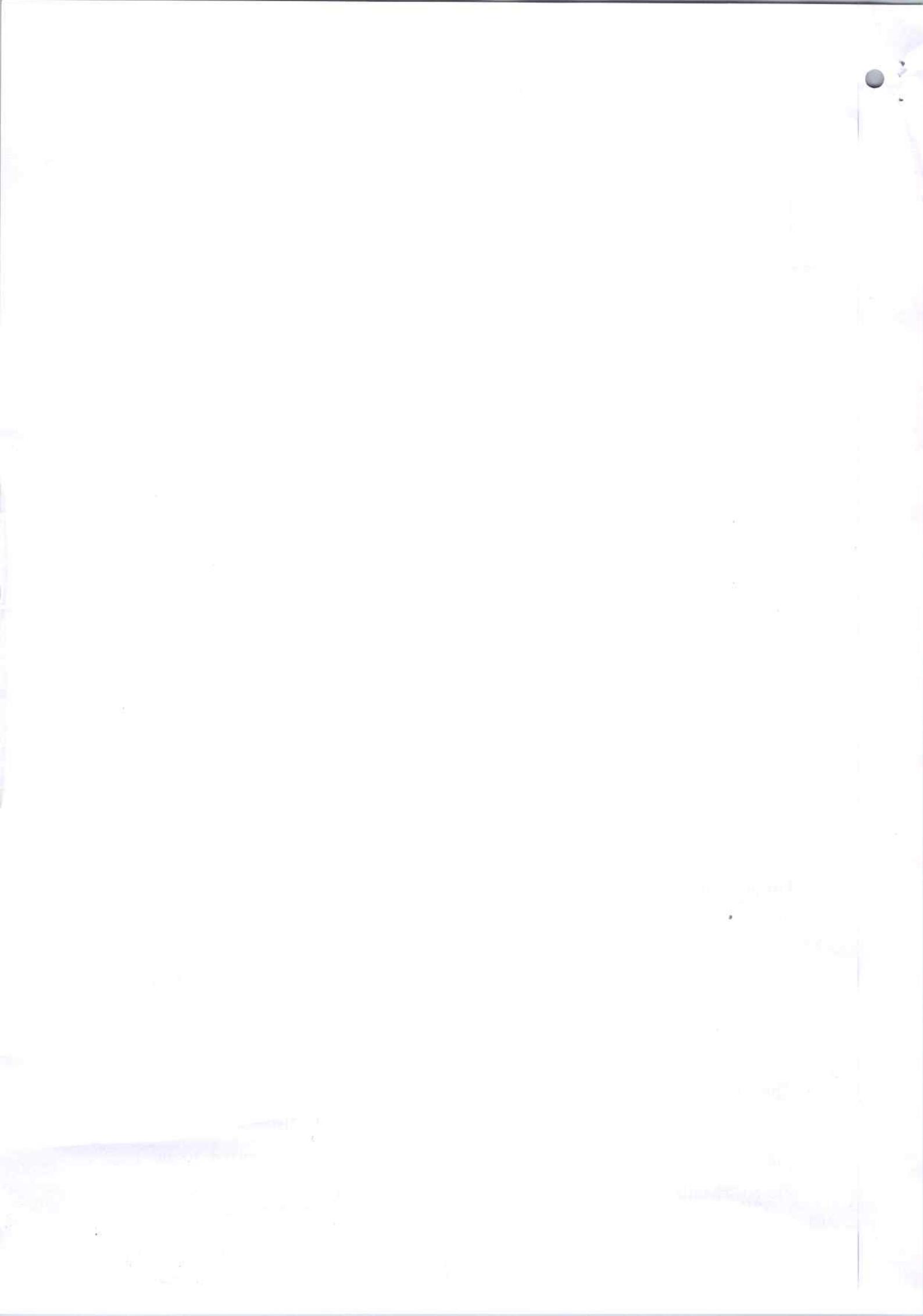
Date of Hearing: 05th March, 2021
Date of Order: 05th March, 2021

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

Briefly stated facts of the complaint are that the complainant received electricity bill amounting to Rs. 36,000/- which were transferred to his electricity bill on account of dues transfer.

The complainant states that he is using electricity through CA No. 101043310 installed at R-53, GF, East Vinod Nagar, Delhi-110091. He also states that an amount of Rs. 36,000/- of CA No. 152086436 has been transferred to his electricity bills.

[Handwritten signatures and initials of Jagat Singh, Dr. Harshali Kaur, and the date]
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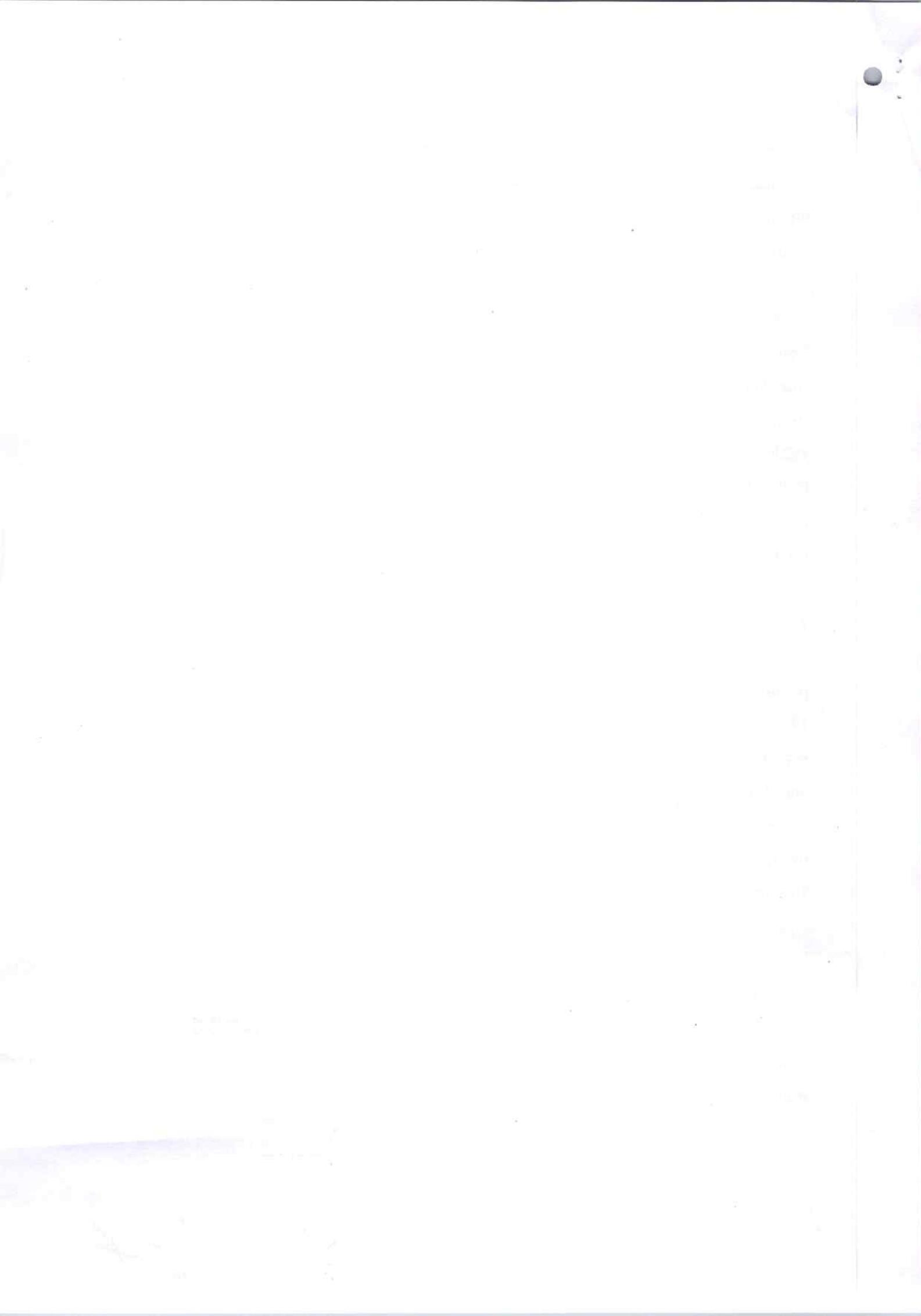


It is also his submission that CA No. 152086436 was in the name of his grandmother, so the dues should be equally transferred to all the connections in the building. Therefore, he requests the Forum to direct the respondent for rectification of bill amount and amend the same.

Notice was issued to both the parties to appear before the Forum on 16.02.2021. Respondent filed their reply. Copy was supplied to the complainant and complainant was asked to file rejoinder, if any. In their reply the respondent submitted that the present complaint is in regard to transfer dues of CA No. 152086436 in the name of Ms. Lakhmiri Devi at address R-53, East Vinod Nagar, Delhi-110091 to live connection having CA No. 152540537 in the name of Guddi Devi and CA no. 150880732 in the name of Rajvir Singh and CA No. 10162553 installed at said premises.

The respondent further added that connection having CA no. 152086436 in the name of Ms. Lakhmiri Devi was disconnected on 02.09.2017 on account of pending dues of Rs. 36498/- . Later on the said dues were transferred to CA no. 101043310 on 16.02.2018. Thereafter the complainant approached the respondent and filed a representation that he is user of the CA No. 101043310 and dues are wrongfully transferred to his connection. Furthermore, there are other connections also in the said premises and the dues be also transferred to the said connections. Thereafter, the said dues were reversed from CA no. 10143310 on dated 27.11.2018.

Later, on the basis of representation of the complainant and site visits dated 09.10.2019 and 18.11.2019, notices to three connections bearing CA no. 152540537 in the name of Guddi Devi, CA No. 150880732 in the name of Rajvir Singh and CA No. 101062553 in the name of Bhagat Singh were issued. The said dues were transferred to these three connections on 11.12.2019.



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The Respondent further added that the dues were transferred to all the three consumers. Two of them have deposited their dues. Only the dues of Bhagat Singh are still pending. It is also their submission that the complainant failed to clear his dues despite the fact that the transferred amount has been reversed from his account and only amount of energy consumed by him is pending. The respondent alleges that on one pretext or another the complainant is only making part payments of his bills and reiterated that several cheques were dishonored on account of insufficient funds. On 03.03.2021 the respondent submitted a withdrawal letter via mail of the complainant stating therein that the matter has been settled between him and respondent and he wishes to withdraw his case from the Forum.

The matter was finally heard on 05.03.2021, when the complainant submitted that excess bill has been withdrawn and refunded to his account and also submitted letter of withdrawal to this effect.

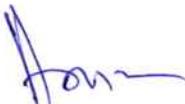
Under the circumstances, the Forum found it appropriate to accept and allow the complainant's withdrawal application and dispose off the case accordingly.

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

