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B Y P L

## 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

REGD. OFFICE BSES

C A No. 153507553

Complaint No. 320/2024

In the matter of:

Bal Kishan

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. Nishat Ahmad Alvi (CRM)
3. Mr. P.K. Agrawal, Member (Legal)
4. Mr. S.R. Khan, Member (Technical)
5. Mr. H.S. Sohal, Member

Appearance:

1. Mr. Vikram Singh & Mr. Bal Kishan, Complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Mr. Sudan Singh, Ms. Chhavi Rani, Mr. Akshat Aggarwal & Mr. Lalit, on behalf of respondent

ORDER

Date of Hearing: 29<sup>th</sup> August, 2024

Date of Order: 11<sup>th</sup> September, 2024

Order Pronounced By:- Mr. S.R. Khan, Member (Technical)

1. The brief facts of the case giving rise to this grievance are that the complainant is using electricity through CA No. 153507553 installed at premises no. H.No.-148, Gali No.-6, Roshan Vihar, Karawal Nagar, Delhi-110094. Complainant stated that his meter was running fast and high consumption bills were being raised by respondent, for this he complained in the office of respondent, thereafter respondent changed the meter, but his previous bill was not reduced.

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The meter was also tested in lab and the lab report mentioned meter faulty but OP has not taken any action on the lab report. It is further stated that respondent disconnected his electricity supply on account of non-payment of dues. Therefore, he requested the Forum to direct the respondent to revise the bill and reconnect the supply against above CA.

2. The respondent in reply briefly stated that the complainant is raising the dispute qua the CA No. 153507553 (DX) stating that the meter was faulty and running fast. Upon the specific request received from the complainant, the respondent to ascertain the veracity of the allegation initiated an investigation/testing of the removed meter dated 04.12.2023. Respondent submits that the aforesaid meter which was sent to lab for testing was received back with the testing report stating that meter accuracy found within limit. Respondent submits that the aforesaid report result was duly intimated to the Complainant vide letter dated 21.03.2024 by clearly stating that billing of CA No. 153507553 has been thoroughly checked and found in order.

Reply further submits that as on date there exist total arrears of dues amounting to Rs. 19630/-, the present connection against CA No. 153507553 stands disconnected on 08.05.2024.

It is submitted that complainant's bills are completely found in order duly supported by lab testing report and the arrears of the bill have to be paid by the Complainant as per the applicable regulations. Further, the illegible act of using the supply from the other meter available at site is a violation of the regulations.

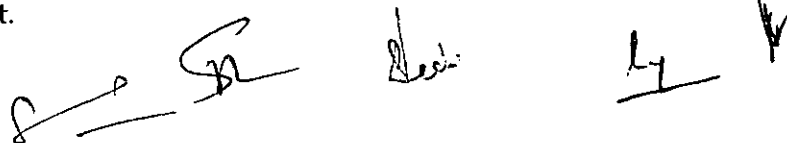
     
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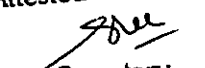
  
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3. Complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that the meter testing report is faulty and the meter was really faulty which is clear from the information/testing/removed meter on the first line man where it is clearly written "replace by new meter on account of **Faulty/Burnt**". Further to make the position clear that before changing of new meter the old meter was showing consumption of 611 units in the month of August 2023 (29 days) and the new meter was installed it was showing unit consumption of 182 units in one month of December 2023 (32 days). Complainant further alleged that his house is very small having area of 10 feet X 10 feet only and for residential purpose only, no machinery is installed. Complainant further states that he is using electricity from other meter installed in name of his father.
4. Heard arguments of both the parties.
5. From the narration of facts and material placed before us we find that the electricity meter installed at the premises of the complainant was recording high consumption during the period August 2023 till October 2023. Thereafter, the complainant made complaint to the office of the OP and the meter of the complainant was tested and replaced with the new meter. The consumption of the new meter recorded was relatively less than the old meter consumption. Although the lab testing report dated 20.12.2023 shows meter accuracy found within limit, but the same does not contain the signature of the Complainant.



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Forum also noted that the consumption pattern filed by OP along with its reply shows high consumption during the period August 2023 till October 2023, whereas compared with the consumption before and after this period, the consumption of the complainant was comparatively less. Even after installation of new meter, consumption recorded by the meter is very less.


Since the matter is only for three months, therefore assuming the meter of the complainant recorded higher/faulty consumption during the period August 2023 till October 2023, the complainant should be given benefit of faulty meter for the period of three months only.

39. Billing in case of defective or damaged meter:-

(1) The consumer shall be billed on the basis of actual average consumption recorded during the corresponding period in the preceding year, excluding the provisional billing:

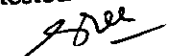
Provided that if actual consumption recorded during the corresponding period in the preceding year is either not available or partially available, the actual average consumption of past 6 (six) billing cycles immediately preceding the date of meter being detected or reported defective, excluding the provisional billing, shall be used for billing purpose:

Provided further that if the actual average consumption of past 6 (six) months is either not available or partially available, the average consumption for the next 3 (three) billing cycles excluding provisional billing after the installation of new meter shall be used for billing purpose.



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Therefore, OP is directed to revise the bill of the complainant for the period of three months only as per above stated Regulation. As per the said Regulation 39 of DERC Regulations 2017, considering the defective period from August 2023 till October 2023, and taking base period as six months prior to August 2023.

ORDER


The complaint is allowed. OP is directed to revise the bill of the complainant for defective period August 2023 till October 2023 in terms of Regulation 17 of DERC Regulations 2017.

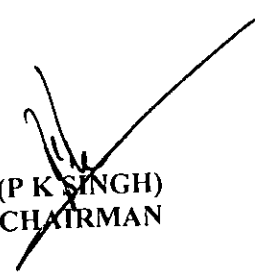
OP is further directed to provide compliance report within 21 days from the date of this order.

Case is disposed off as above.

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

  
(S.R. KHAN) 11/12/24  
MEMBER-TECH

  
(NISHAT AHMAD ALVI)  
MEMBER-CRM

  
(P K SINGH)  
CHAIRMAN

  
(P.K.AGRAWAL)  
MEMBER-LEGAL

  
(H.S. SOHAL)  
MEMBER

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