



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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SECY/CHN 015/08NKS

C A No. 154434851
Complaint No. 458/2024

In the matter of:

Dinesh SinghComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. H.S. Sohal, Member

Appearance:

1. Mr. Imran Ul Haq Siddiqi, Counsel for the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, on behalf of respondent

ORDER

Date of Hearing: 09th January, 2025

Date of Order: 13th January, 2025

Order Pronounced By:- Mr. H.S. Sohal, Member

1. The brief facts of the case giving rise to this grievance are that the complainant applied for name change against CA No. 154434851 installed at premises no. S-101, Second Floor, Shakarpur, Delhi-110092, vide requests no. 8006944893, which was changed on dated 13.05.2024 but respondent also has changed his address which was not required. After that he had filed the complaint for address change on above mentioned CA no, but still respondent did not correct the address.

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4. Heard arguments of both the parties were heard at length.
5. As per arguments of both the parties and the record, respondent admitted that the error was a bona fide clerical mistake, without any mala fide intent or negligence on the part of the respondent which OP is ready to rectify. Therefore, OP should effect the name change at the earliest and same should reflect in the next bill rose to the complainant.

ORDER

The complaint is allowed. Respondent is directed to correct the address of the complainant and same should reflect in the next bill of the complainant else the OP would be liable to pay compensation to the complainant.

This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

The parties are hereby informed that instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.


(H. S. SOHAL)
MEMBER


(P.K. AGRAWAL)
MEMBER (LEGAL)


(P.K. SINGH)
CHAIRMAN

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2. The respondent in reply briefly stated that the present complaint has been filed by the complainant requesting a change in the name for the electricity connection of CA No. 154434581, associated with the address S-101, Second Floor, School Block, Shakarpur, Delhi-110092. During processing of the said application, an inadvertent error occurred, and the address was updated as "**S-101, Second Floor, Sunder Block, Shakarpur, Delhi-110092**" instead of the original address. Reply further submitted that the error was a bona fide clerical mistake, without any mala fide intent or negligence on the part of the OP and committed to resolving this matter expeditiously. The complainant's address will be reverted to the original address within the shortest possible time frame, and necessary confirmations will be provided once the rectification is completed.
3. Counsel for the complainant filed rejoinder stated that the complainant applied for name change on his electricity connection vide CA No. 15443851 on 08.04.2024, however as admitted by the OP in their reply that they have wrongly change address of the complainant during name process as instead of S-101, School Block, Shakarpur. Respondent has wrongly updated the address S-101, Sunder Block, Shakarpur, Delhi, without any request for address change at the part of the complainant and despite several mail and visit address of the complainant was not corrected and even after filing of present complaint and admission of their mistake by the OP in their reply before Hon'ble Forum filed in October 2024, address of the complainant has not been corrected till date and the OP is liable to pay compensation/penalty to the complainant for their wrong doing and harassment of the complainant.

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Secretary
CGRF (BYPL)

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