

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. 154188057
Complaint No. 396/2024

In the matter of:

Gaurav KumarComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

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. Gaurav Kumar, Counsel of the complainant
2. Ms. Ritu Gupta, Mr. R. S. Bisht, Ms. Chhavi Rani & Akshat Aggarwal On behalf of BYPL

ORDER

Date of Hearing: 24th September, 2024

Date of Order: 07th October, 2024

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

1. This complaint has been filed by Mr. Gaurav Kumar against BYPL-Nand Nagari. The brief fact of the case giving rise to this grievance is for correction of bill by giving him benefit of subsidy from the date the meter was installed at his premise. He also requested for conversion from prepaid to postpaid against CA No. 1541880557, at premises no. K-Block, 152, 3rd Floor, Sundar Nagari, Delhi-110093.

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CGRF (BYPL)

Complainant stated that he applied for a new connection and his meter was installed on 25.07.2024. Further, he contacted the customer care to get the CA No. in order to register for the subsidy scheme and he was informed by the customer care, he has to wait for time as the concerned meter has not been registered with the system. Complainant regularly contacted the customer care for correction of the bill but he did not receive positive response. After some time respondent send a mail to complainant stating that his subsidy was activated w.e.f. 22.01.2024 and no solution was done to the previous bill which was sent without subsidy for which he was entitled. Therefore, he requested the Forum to direct the respondent to consider the day when he took the connection for subsidy and generate actual bill as per monthly consumption by considering the subsidy to him.

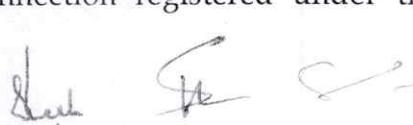
2. The respondent in reply briefly stated that the complainant is seeking Benefit of subsidy from 25.07.2023 to 21.01.2024 in respect of CA No. 154188057.

The factual matrix of the case is as under:

- i. Complainant is a registered consumer of respondent assigned with CA No. 154188057 under domestic tariff category.
- ii. The said connection was energized on 25.07.2023.
- iii. The subsidy scheme is floated by Government of NCT of Delhi. As per the said scheme which is highly advertised, consumer has to opt for the same through whatsapp.
- iv. On 19.01.2024 consumer informed OP through his mail to customer care that he is not able to get his electricity connection registered for availing subsidy benefits.
- v. The same being on account of technical glitches, on being informed about the same the issue was resolved and complainant was able to get his electricity connection registered under the subsidy scheme w.e.f. 22.01.2024.

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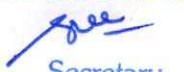
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The complainant has nowhere stated in his complaint or otherwise as to when he opted for subsidy scheme for the first time. Admittedly OP received first communication in the form of mail on 19.01.2024 regarding non registration under the subsidy scheme. Immediately thereafter within 5 days consumer was registered under the subsidy scheme. Thus as and when OP was informed, OP promptly acted on the complaint of complainant and duly resolved it. Regarding allegation made by complainant that he met the officials after the receipt of bill of December 2023, it is clarified that complainant was duly explained that bill revision was not possible and OP was in position to give him the benefit of subsidy as he had not himself got registered for the scheme. From the Whatsapp screenshots placed on record it is clear that complainant applied for subsidy registration for the first time on 10.01.2024 and informed OP about technical glitches only on 19.01.2024 which was immediately resolved.

3. Rejoinder filed by the complainant refuted the contentions of the respondent as averred in their reply and stated that the complainant had tried multiple time via his whatsapp to opt in to avail the subsidy however every time system was showing that your CA no. is not registered with the BSES. Hence, you could opt in for the subsidy.
4. Arguments of both the parties were heard.
5. Before disposal of the grievance of the complainant, the relevant Delhi Government Order for subsidy is narrated here:

Govt. of NCT of Delhi, (Department of Power) vide its order no. F.6/39/Power/Voluntary Subsidy/2022/699 dated 30.08.2022 states that electronic mode of submission of consent for availing subsidy should be used as much as possible in order to make process simpler

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and to minimize the harassment involved in the physical submission of consent form by the eligible consumers who want to avail the benefit of subsidy in their electricity bills w.e.f. 01st October 2022. Accordingly, it was decided that the following procedure would be followed by all the DISCOMs for smooth and efficient implementation of the Voluntary Subsidy Scheme:-

a. MISSED CALL FACILITY

The Govt. Of NCT of Delhi would set up a dedicated phone number for consumers to connect. The consumers will drop a missed call on this number and will get step by step procedure to register their consent for availing the subsidy.

b. WhatsApp FACILITY

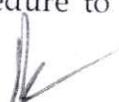
The consumer can send a Whatsapp message on the dedicated phone number setup for the purpose and will get step by step procedure on their phones to register their consent for availing the subsidy.

c. SMS FACILITY

Such consumers who have got their mobile numbers registered with their DISCOMs would receive an SMS link on their registered mobile numbers. By clicking on the link, they would be able to register their consent for availing the subsidy.

d. QR CODE FACILITY

DISCOMs will provide a unique QR code for each consumer alongwith their electricity bills. The consumers can scan the QR code through their mobile phones and follow the procedure to register their consent for availing the subsidy.



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The above options are for consumers having access to smart phones. Those consumers who do not have access to smart phones can fill up the physical consent forms which would be sent to them alongwith their bills and submit the same to the nearest DISCOM office in order to be able to avail the subsidy w.e.f. 1st October 2022.

6. From the perusal of the above stated guidelines, the Govt. of NCT of Delhi has given multiple options to opt for subsidy scheme. The meter was installed at the premises of the complainant on 25.07.2023 and the first Whatsapp message for availing subsidy he sent to the Delhi Govt. number was on 10.01.2024, and then on 22.01.2024. Thereafter, the complainant wrote to OP vide mail dated 19.01.2024 and OP took immediate action in allowing subsidy to the complainant from 22.01.2024.

Regarding the other objection of the complainant that he may be provided benefit of subsidy from the date of installation of his meter i.e. 25.07.2023, in this regard, it is clearly seen that the first bill was raised by OP in the month of October 2023, which was not paid by the complainant and thereafter the bills of the complainant are being raised regularly but the complainant applied for subsidy only in January 2024 and he got the benefit of the subsidy from the same month only.

Also, the subsidy is given by Govt. of Delhi and not by the BSES, therefore asking OP for previous month's subsidy is not justified.

7. In view of the above, we are of considered opinion that the complainant cannot avail the benefit of subsidy of the previous months.

8. The complaint is dismissed.

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

If the Orders are not appealed against within the stipulated time or no interim stay thereon has been granted by the Ombudsman, the same shall be deemed to have attained finality.

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

(P K SINGH)
CHAIRMAN

(S.R. KHAN)
MEMBER-TECH

(P.K.AGRAWAL)
MEMBER-LEGAL

(NISHAT AHMAD ALVI)
MEMBER-CRM

(H.S. SOHAL)
MEMBER

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