



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. 154492264
Complaint No. 554/2024

In the matter of:

Kiran ChandComplainant

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. Neeraj Kumar & Mr. Suraj Aggarwal, Counsels of 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: 15th January, 2025

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

1. The brief facts of the case giving rise to this grievance are that applied for Correction of father's name against CA no. 154492264 at premises no. H. No.-279, F/F Gali No.-1, Village Tahirpur, Delhi -110095. Complainant stated in the complaint that he has filed a complaint for correction of father name on regular bill for above mentioned CA. He also wrote an application for above mentioned grievance on dated 25.09.2024, but OP did not pay heed to his complaint.

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Secretary
CGRF (YPL)


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2. The respondent in reply briefly stated that the complaint has been filed by the complainant seeking his father's name change qua existing connection having CA No. 154492264 which as on date stands in the name of 'Kiran Chand S/o Monesh' and the complainant wants same should be recorded as S/o Kewal Ram. OP stated that the complainant while submitting the application form for obtaining new connection entered his father's name as 'Monesh' which was supported and corroborated by the complainant's Aadhar Card. In the complainant's Aadhar Card his father's name is in Hindi it shows 'S/o Kewal Ram' whereas in English it reads as 'S/o Monesh'.
Hence, the nature of relief claimed and the dispute between the two Aadhar Card and its validity and authenticity can only be ascertained by the UIDAI and not by the respondent.

3. Counsel for the complainant filed rejoinder refuting therein the contentions of respondent as averred in their reply and stated that in the documents given by the complainant, his father's name is clearly and correctly recorded. If he had filled the name wrongly in the form while applying, then BYPL should have canceled the above application at the same time and issued a deficiency letter. Although father's name was not mentioned in the receipt issued by BYPL.

4. Heard both the parties and perused the record.
5. As per arguments of both the parties and the record, complainant filed Aadhar Card and Voter Card in which father's name is 'Kewal Ram'. In the facts and circumstances aforesaid, we are of the view that the respondent may be directed to correct the father's name of the complainant.

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ORDER

The complaint is allowed. Respondent is directed to correct the father's name of 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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Secretary
CCDF (BYPL)