



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

Complaint No. C.G. No. 223/2024

**KUSUM**  
**Vs**  
**BSES YAMUNA POWER LIMITED (D) KRISHNA NAGAR**

ORDER SHEET

Date : 26.11.2024

Present:

1. Ms. Sakshi Sharma, Counsel of the complainant
2. Ms. Ritu Gupta, Mr. R.S. Bisht, Mr. S.P. Anand, Mr. Lalit & Mr. Akshat Aggarwal, on behalf of respondent

Case called out. Both the parties are present and heard.

Grievance of the complainant is that she is user of CA no. 100856720 and CA No. 100919199 and OP inadvertently transferred the dues of Rs. 2,27,848/- and Rs. 3,00,652/- respectively to both the connections. The said dues are of disconnected connection of CA no. 100900921 in the name of Mohd Shakil and she requested the Forum to waive off the transferred dues from the said connections. She further submitted that both the connections on which dues were transferred are now disconnected by OP.

In this regard, OP submitted that the connections of the complainant having CA no. 100856720 and CA no. 100919199 were already disconnected before filing of this complaint in the Forum by the complainant. OP also raised objection to locus of the complainant in the present case as the complainant does not fulfills the definition of the 'complainant' as defined under Clause (15) of Section 2 of the DERC Regulations 2018. OP also raised objection regarding the complaint filed by the complainant stating that it is pre-mature complaint and does not fulfill the definition of Grievance. Here the complainant is not the consumer even. None of the connection is in the name of the complainant and the complainant has failed to prove that she is consumer of the connections having C A no. 100856720 and CA no. 100919199.

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Secretary  
CGRF (BYPL)

From the above deliberations, we conclude that the connections for which the complainant approached this Forum are already disconnected and the complainant is not registered consumer for any of these connections.

Therefore, the complainant is directed to approach the office of OP for re-connection of the disconnected connections or grant of new connections whichever is applicable.

The complaint is disposed off accordingly.

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

  
(S.R. KHAN)  
MEMBER (TECH.)

  
(P.K. SINGH)  
CHAIRMAN

Attested True Copy

  
Secretary  
CGRF (BYPL)