



C A No. 101155441
Complaint No. 29/2024

In the matter of:

Lala RamComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. S.R Khan, Member (Tech.)

Appearance:

1. Mr. Suraj, A.R. of the complainant.
2. Ms. Ritu Gupta, Mr. R.S. Bisht, Mr. Vivek Bhatnagar & Chhavi Rani on behalf of respondent.

ORDER

Date of Hearing: 21st May, 2024
Date of Order: 29th May, 2024

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

1. The complaint has been filed by Mr. Suraj (Lala Ram) against BYPL-Vasundhara Enclave. The brief facts of the case giving rise to this grievance are that the complainant's grievance is for return his meter cost amount against CA no. 101155441 installed at premises no. H.N-29,B-5, Dallupura, Durga Park Village, Delhi-110096. Complainant mentioned that his meter was disturbed and regarding it he complained in Division office, but OP did not pay

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any heed to his complaint and after a long replaced the meter because meter's display was disturbed but accuracy was found ok, but respondent did not return his meter cost. Therefore, he requested the forum to direct the respondent to return the meter cost amount to complainant.

2. OP in its reply briefly stated that the complainant is seeking refund of payment made against bill dated 26.11.23 and 11.12.23 raised against his electricity connection bearing CA no. 101155441 installed at the premises bearing no. H.N-29,B-5, Dallupura, Durga Park Village, Delhi-110096 for domestic purpose with current sanctioned load of 2 KW.

Regarding billing it is important to give factual matrix which is as under:

- a) Complainant has been complaining about the billing from 18.07.2023 onwards and has also complained about the enhancement of load to 2 Kw.
- b) The meter installed is IGMs meter installed at pole with display unit at complainant's residence.
- c) The bills have been raised as per downloaded reading as also apparent from the reading chart.
- d) The bill for the month of August 2023 was of Rs 1160 for units 266(Rd 3121 on 18.07.2023 Rd 2855 on 16.06.2023) (bill attached).
- e) The bill for the subsequent month for the period 19.07.2023 to 01.09.2023 was raised on provisional basis for 414 units of Rs. 1113.86. As the bill for previous month was not paid, the payable amount for the bill of September 2023 was Rs. 228.
- f) The next bill dated 20.09.2023 for the month of September 23 was raised as per downloaded reading of 651 units for period 18.07.2023 (reading 2121) to 18.09.2023 (Rd 3772). In this bill the

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previous provisional bill of 141 units was duly credited and as such the net payable amount was Rs. 3240.

- g) On 29.10.2023 the old meter is changed on the complaint of the complainant and sent to lab for testing.
- h) The next bill for the month of November 2023 was generated for the subsequent period of 19.09.2023 (Rd 3772) to 29.10.2023 (Rd 4145) for 373 units of Rs 972.67. On account of change of meter, meter cost of Rs 2049.90/- was charged in bill, the total payable amount including the previous outstanding amount was thus of Rs. 5110/-.
- i) The lab vide its report dated 21.11.23 concluded that the meter accuracy was found within limit and showed MRI as 4143. However as the meter display was found dead as such the meter cost of Rs 2,049.9 was reverted back on 08.12.2023 and consumer made the payment of balance amount of Rs 3030 on 11.12. 2023.
- j) Thereafter also i.e. after the change of meter, billing is done as per downloaded reading.

On account of load enhancement, security amount of Rs 600 stands added in the bill for the additional load of 1 kw which was paid in December 2023. Thus in bill of January 2024 the security shown is Rs 1200/- on the security amount including the added security amount, interest as applicable will be paid be per law.

- 3. In response to the reply the complainant filed rejoinder refuting therein the contentions of the respondent as averred in their reply and reiterated his original complaint.
- 4. Arguments of both the parties were heard and perused the record.

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5. During the course of arguments, OP stated that they are ready to install conventional meter at the premise of the complainant.
6. In the facts and circumstances aforesaid, we are of the view that the respondent may be directed to install the conventional meter at the premise of the complainant.
7. OP is further directed to file compliance report within 21 days from the date of this order.

The case is disposed off as above.

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


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN

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Attested True Copy

Secretary
CGRF (BYPL)