



# 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. 151409011, 100829272 & 100850312

Complaint No. 10/2023

### In the matter of:

Mahander Lal Malhotra .....Complainant

### VERSUS

BSES Yamuna Power Limited .....Respondent

### Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. Nishat Ahmed Alvi, Member (CRM)
3. Mr. P.K. Agrawal, Member (Legal)
4. Mr. S.R. Khan, Member (Technical)

### Appearance:

1. Ms. Neetu Malhotra, Daughter of the complainant
2. Mr. Imran Siddiqi, Ms. Shweta Chaudhary, Mr. Vivek Bhatnagar, Mr. Gaurav & Ms. Divya Sharma, On behalf of BYPL

### ORDER

Date of Hearing: 16<sup>th</sup> February, 2023

Date of Order: 24<sup>th</sup> February, 2023

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

1. This complaint has been filed by Mr. Mahander Lal Malhotra against BYPL-KRN.
2. The brief facts of the case giving rise to this grievance are that complainant Mr. Mahander Lal Malhotra, is residing at D-10, South Anarkali, Street No. 1, near Parwana Road, Krishna Nagar, Delhi-95.

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They had three electricity connections in the said premises vide CA No. 151409011 for domestic purpose, CA No. 100829272 also for domestic purpose and CA No. 100850312 for non-domestic purpose. All the three connections are disconnected by the respondent on account on non-payment of dues. The dues raised by respondent are arbitrarily high. Therefore, he requested for revision of bill and restoration of electricity supply of all the three connections.

3. The respondent in reply briefly stated that complainant is seeking restoration of three electric connections (2 domestic and 1 non-domestic) at premises no. D-10, South Anarkali street, Near Parwana Road, Krishna Nagar, Delhi-110052. OP submitted brief facts of the case as under:-
  - a) CA No. 151409011 dues of Rs. 89710/- were outstanding on 30.12.19.
  - b) On account of outstanding dues the said connection was disconnected on 23.01.2020.
  - c) Thereafter, complainant starting consuming electricity through other two live connections as a consequence dues were equally transferred to live connections bearing CA No. 100829272 domestic and 100850312 non-domestic. Both the bills were revised by giving credit of Rs. 23,215.94/- in respect of each live connection.
  - d) The complainant cleared the dues against non-domestic connection only. The domestic connection was also disconnected on 18.01.2022 on outstanding dues of Rs. 1,91,963/- and dues were transferred to live non-domestic connection.
  - e) Again consumer started consuming electricity through live connection and dues were again transferred to live CA No. 100850312 on 12.08.2022. Thereafter, again consumer failed to clear the outstanding dues as a consequence the third connection was also disconnected on account of non-payment of Rs. 3,05,089/- on dated 08.11.2022.

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- f) Complainant only made payment of Rs. 20,000/- on 28.07.2022 after several reminders.
- g) The complainant has property dispute with Ms. Uma Arora in respect of subject property. There is an execution filed by Ms. Uma Arora against Ms. Neetu Malhotra bearing Ex. No. 166/2022 which is still pending adjudication before Learned ADJ East, Karkardooma, Delhi.
- h) Ms. Uma Arora claiming to be the owner has asked BSES-YPL not to restore the electricity connection.

4. Heard both the parties and perused the record. Heard the arguments of Authorized Representative of the complainant and OP-BYPL.

5. During the arguments, complainant submitted that the bills revised by the respondent are arbitrarily high and needs further revision. He further submitted that bill of Rs. 89710/- includes approx. Rs. 52956 faulty amount plus Rs. 5952 late fees, Rs. 3737/- as other charges and security amount of Rs. 2400/- which in turn turns to Rs. 65045/- against which OP reversed only Rs. 46000/- balance is still needed to be reversed from both the domestic and non-domestic connections. It is also his submission that even after disconnection meter was running which is recorded by them. As per his calculations the net payable amount comes to the tune of Rs. 88469/- only instead of 305089/- against all the three connections which were installed in the premises.

6. The LR of the OP argued that the bill raised by them is correct and payable by the complainant. They have given credit of Rs. 23000/- each in the both domestic and non-domestic connections and further no revision can be done in both the connections. The bill amounting to Rs. 305089/- is correct and payable by the complainant.

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7. From the perusal of record placed before us and pleadings of both the parties, we are of considered opinion that the bill raised by the OP is correct and payable by the complainant. The other objection raised by OP regarding landlord-tenant case between the complainant and one Ms. Uma Arora, has no relevance here in this particular case.

**ORDER**

The complaint is rejected. The bill raised by the OP is correct and payable by the complainant. To facilitate the complainant OP is directed to waive off entire LPSC amount from the pending bill of the complainant.

For re-connection of supply complainant has to make payment of 50% of the pending bill amount and balance in three equal monthly instalments along with current outstanding dues.

OP is also directed file compliance report within 21 days of this order.

The case is disposed off as above.

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

  
(NISHAT A. ALVI)  
MEMBER (CRM)

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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

  
(P.K. SINGH)  
CHAIRMAN