



C A No. 154391305
Complaint No. 315/2025

In the matter of:

Mohd Arif

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

1. Mr. Madan Lal Thakur, Counsel for the complainant along with complainant
2. Mr. Harshit Bhasin, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 06th November, 2025
Date of Order: 12th November, 2025

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

1. The brief facts of the complaint are regarding billing issue against CA No-154391305 installed at premises no. 14/1, Chauhan Banger, Delhi- 110053. Complainant stated that a false amount is reflecting in his electricity bill which doesn't belong to him. It is also his case that one meter was removed by OP on 16.01.2024 vide CA no. 101323655 in the name of Mohd Asif, the dues of the said disconnected connection were transferred to the live connection of the complainant which is illegal and unlawful. Therefore, he requested the Forum to direct the respondent to remove the

Attested True Copy: Dues of false arrears from his bill.

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2. The respondent in its reply submitted that the Complainant filed the present Complaint allegedly aggrieved by the fact that his bill is reflecting charges which does not belong to him at premises bearing no. C-98/34, First Floor, Main Road, Brahampuri Chauhan Bangar, Delhi-110053. Reply further stated that the respondent has lawfully transferred the pending dues to the electricity connection of the complainant. Reply further stated that there existed an electricity connection in the name of real brother of the complainant namely Mohd Asif having CA No. 101323655. The said electricity connection was disconnected on 19.03.2024 for non-payment of regular consumption bills of electricity of Rs. 43,704/-. On 09.05.2025 during inspection of the property of the complainant for recovery of old pending dues, it was found that entire property was energized through 3 electricity connections. The respondent issues 3 notices dated 17.06.2025 to all the registered consumers of 3 live connections regarding transfer of pending dues of Mohd Asif to their live electricity connections. After getting no response from the consumers, respondent transferred the pending dues to all the three live electricity connections including complainant's.

3. The Complainant in its rejoinder stated that that he is the owner of the half portion of the property bearing no. C-98/34, Gali No. 14/1, Chauhan Banger, Delhi-110053 along with his brother Mohd. Asif. When the complainant applied for new electricity connection in his portion of the property, he come to know that there were 2 meters installed in his property in the name of Munnawar Ali (meter no. 35796730) and Rajiv Sharma (meter no. 35735894), both meters does not belongs to the complainant's portion of property and he never used the connection of above mentioned meters. Both the meters are supplying electricity to the other portion of property which is his brother's Mohd Asif and the said brother is only responsible for the charges.

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Complainant is not the user/consumer of the both the meters. When Complainant's request for removal of meters was not entertained, the complainant sends the legal notice dated 08.04.2024 to the respondent but respondent transferred the false arrears on the complainant's electricity meter.

4. Arguments of both the parties were heard.
5. During the course of hearing it is transpired that the complainant earlier approached this Forum for release of new electricity connection vide C.G. No. 408/2024, in which Forum ordered for release of the new electricity connection to the complainant with directions to "OP that if any hindrance on behalf of any of the neighbors in installing the same OP shall adopt all coercive measures as allowed as per law and shall ensure the installation". The hindrance in release of the new connection to the complainant was created by his brother i.e. Mohd Asif, (whose pending dues are transferred to the live connection of the complainant). The connection was released only after intervention of Hon'ble Ombudsman directing SHO of the area for smooth installation of the new electricity connection.

We also find that the brother of the complainant i.e. Mohd Asif was not allowing to install the new electricity connection in the portion of the complainant and now OP has transferred dues of the connection of Mohd Asif to the live connection of the complainant. The dues transferred by OP to the connection of the complainant are not justified and the complainant is not liable to pay the said transferred dues. Also, Mohd Asif is still residing in the other portion of the premises in question.

Therefore, OP should withdraw the transferred dues from the connection of the complainant.

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Secretary
CGRF (BYPL)

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ORDER


The complaint is allowed. Respondent is directed to withdraw the transferred dues from the bill 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.


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K.SINGH)
CHAIRMAN

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Secretary
CGRF (BYPL)