



C A No. Applied For
Complaint No. 408/2024

In the matter of:

Mohd ArifComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. Mohd. Arif, Complainant along with counsel
2. Mr. Rajeev, Mr. Lalit, Ms. Chhavi Rani & Mr. Akshat Aggarwal,
On behalf of BYPL

ORDER

Date of Hearing: 26th September, 2024

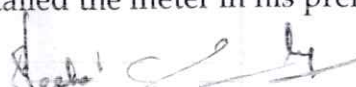
Date of Order: 03rd October, 2024

Order Pronounced By:- Mr. Nishat A Alvi, Member (CRM)

1. Present complaint has been filed by the complainant thereby alleging that he has applied for installation of a new meter as per his request vide no. 8006841072, in his premises bearing no. C-98/34, gali No. 14/1, Chuhan Banger, Delhi-110053. On applying for new connection certain deficiencies were pointed out by the OP, which has since been removed but till date OP has not installed the meter in his premises.

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Complainant has prayed for the directions to OP to grant the connection by installing electricity meter in his premises as per aforesaid request.

2. In response to the complaint, OP by filing its reply alleges that on the application of the complainant the concerned team of OP visited the site in question for identifying the place for installation of meter and issued DIO (Delivery installation order) and forwarded the said case to MMG team. The MMG team on 21.03.2024 visited the premises in question to install the electricity connection at the marked place in the premises in question. But on account of ongoing family dispute between the complainant and his brother's family it became practically and technically difficult to install the said meter at subject premises. Thereafter, again despite complainant's assurance to seek police assistance the MMG team could not be able to install the meter due to this family dispute. As per OP there is no deficiency of service on its part as its officials have already tried to install the electricity connection at the premises in question. Therefore, the said complaint, being not maintainable, is liable to be dismissed.
3. During the course of the proceedings, the complainant apprised this Forum that the alleged dispute has since been resolved by way of a settlement decree passed by Hon'ble ADJ, Karkardooma Court, Delhi. In support of this contention, complainant has also placed on record, copy of the aforesaid order. Thus no dispute is pending in any court of law in respect of the premises in dispute.
4. Heard and perused the record.

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5. As per arguments of both the parties and the record, the only dispute remains with respect to the installation of the meter in the subject premises. As per OP they are ready to install the meter but on visit by its team for the installation of meter, an obstacle is being created by the brother's family of the complainant.

ORDER


Complaint is allowed. OP is directed to install the meter in the applied premises as per request of the complainant vide order no. 8006841072. In case there is 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.


This Order shall be complied with 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.

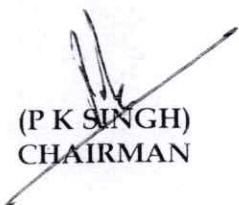
The parties are hereby informed that the instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

If the Orders are not appealed against within the stipulated time or no interim stay thereon has been granted by the Ombudsman, the same shall be deemed to have attained finality.

Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003


(S.R. KHAN)
MEMBER-TECH


(NISHAT AHMAD ALVI)
MEMBER-CRM


(P K SINGH)
CHAIRMAN


(P.K.AGRAWAL)
MEMBER-LEGAL


(H.S. SOHAL)
MEMBER

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