



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-110003
Phone: 32978140 Fax: 22384888
E-mail:cgrfbyp@hotmai.co
SECY/CHN 015/08N

C A No. Applied For
Complaint No. 406/2023

In the matter of:

Mohd ShamoonComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. Mohd Shamoon, Complainant
2. Ms. Ritu Gupta, Mr. R.S. Bisht, Mr. B.S. Yadav, Ms. Shweta Chaudhary & Ms. Chhavi Rani, On behalf of BYPL

ORDER

Date of Hearing: 21st December, 2023

Date of Order: 26th December, 2023

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

1. The brief facts of the case giving rise to this grievance are that complainant Mohd Shamoon, is using electricity through CA No. 101614158 installed at premises no. J-99, Sunder Nagri, Delhi-110093, and he is not receiving electricity bills. He approached respondent for Redressal of his grievance but OP did not pay any heed to his requests. Therefore, his request for direction to OP for providing electricity bills may be granted.

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Attested True Copy

Secretary
CGRF (BYPL)

Complaint No. 406/2023

2. OP in its reply briefly submitted that the complainant has filed the present complaint wherein it is claimed by him that he has not received bills for the period of May to October 2023 and has asked for the hard copies of the same. OP further added that telephone number of the complainant has been updated in the system and under all circumstances complainant must have been receiving online bills and if the bill is not supplied until and unless the same may be asked for by the consumers.

OP further added that after this the complaint of the complainant, the complainant was provided with the hard copies of the bills wherein all the details of the rebate, concessions are duly provided.

3. Matter was listed for arguments on 21.12.2023, when arguments of both the parties were heard at length. OP stated that bills of the complainant are correct and in order. The complainant has been given due slab benefit and the credit thereof. Thus the bill raised is payable by the complainant.
4. The complainant was apprised of all the facts and is allowed to pay the bill amount in instalments and without LPSC.
5. Therefore, we direct OP to waive off entire LPSC amount from the bill of the complainant and also allow him installments.

Deeshu *✓* 2 of 3

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ORDER

Complaint is allowed. OP is directed to waive off entire LPSC amount from the bill of the complainant and also allow the complainant to make the payment of the balance bill amount in three equal monthly instalments along with current electricity charges.

OP is also directed to file compliance report.

Case is disposed off as above.

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

Proceedings closed.


(S.R. KHAN)
MEMBER-TECH


(P.K. SINGH)
CHAIRMAN


(P.K. AGRAWAL)
MEMBER-LEGAL


(NISHAT AHMAD ALVI)
MEMBER-CRM


(H.S. SOHAL)
MEMBER

Attested True Copy


Secretary
CGRF (BYPL)