

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  
Phone: 32978140 Fax: 22384886  
E-mail:cgrfbyp@hotmai.com  
SECY/CHN/01508NKS

C A No. 101306340  
Complaint No. 201/2022

**In the matter of:**

Mohd. Yusuf .....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)
5. Mr. H.S. Sohal, Member

**Appearance:**

1. Mohd. Imran, Counsel of the complainant
2. Ms. Ritu Gupta, Mr. Imran Siddiqi, Mr. Shiv, Ms. Shweta Chaudhary & Ms. Divya Sharma, On behalf of BYPL

**ORDER**

Date of Hearing: 09<sup>th</sup> February, 2023  
Date of Order: 17<sup>th</sup> February, 2023

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

1. Present complaint has been filed by Mohd Yusuf against BYPL-KWN.
2. The brief facts of the case giving rise to this grievance are that complainant Mohd. Yusuf, is residing at premises no. D-115, Gali No. 19, Near Noor Masjid, Mustafa, North East Delhi, Delhi-110094 and is using

  
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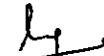
electricity through CA No. 101306340. It is also his submission that he is regularly paying his electricity bills as and when raised by respondent. Suddenly, he received bill for the month of October 2021 amounting to Rs. 84047/- without any reason and rhyme. He approached the office of respondent but received no satisfactory response from their side. But the officials of the respondent are threatening them to disconnect their electricity supply. Therefore, he requested the Forum to direct the respondent to not to disconnect his electricity supply and revision of his electricity bill.

3. The OP in their reply briefly stated that one electricity connection bearing CA no. 101306340 was granted to one Ms. Nashim Begum w/o Babuddin at property bearing no. D-115, Gali no. 19, Near Noor Masjid, Mustfabad, Delhi-94. Since it was a dori connection granted on as is where is basis. Such connections were unmetered connections which were charged on fixed charges basis. This connection was later converted into permanent connection and meter no. 13874183 was installed at premise on 06.02.2008.

OP further added that required arrears pertaining to DVB period amounting to Rs. 20087.24/- were credited in June 2008 as per norms. Thus in July 2008 amount outstanding was Rs. 43258.05/-. Thereafter consumer did not pay any bill amount from January 2009 till May 2014. As per bill dated October 2022 an amount of Rs. 99820/- is due and payable.

4. Arguments of both the parties were heard.

Handwritten signatures of the parties involved in the complaint.

Handwritten signature of the forum member handling the case.

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5. The main issue in the present complaint is whether the dues raised by OP are correct and payable by the complainant or not.
6. Representative of the complainant argued that earlier OP raised him bills of ZERO '0' amount and for many years he continuously received the zero amount bills. He also produced original bills copies before the Forum. He also made payment of Rs. 19,920/- on 06.02.2023 as per orders of the Forum.
7. LR of the OP argued that the complainant is regular defaulter in making bill payment. He hasn't made any payment since long and only made a payment of Rs. 19,920/- out of Rs. 101,720/- on 06.02.2023 after the orders of the Hon'ble Forum. Representative of the OP further added that in April 2011 their billing software was changed to SAP, therefore the pending bill amount of Rs. 52941.68/- was inadvertently punched in the new system as Rs. 80924.68/-. The said amount was kept locked being disputed on 21.04.2011 and was released only in the billing month of September 2019. The current outstanding dues is amounting to Rs. 101720/- - Rs. 19920/- = Rs. 81800/- including LPSC amount of Rs. 27110.57/-.
8. From the perusal of material placed on record it is evident that the complainant is defaulter in making bill payment. In view of the above, we are of considered opinion that the bill raised by OP is correct and payable by the complainant.

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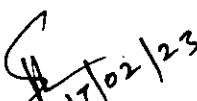
ORDER

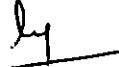
The complaint is rejected. The bill raised by the OP is correct and payable by the complainant. To facilitate the complainant OP is directed to waive off entire LPSC amount from the pending bill of the complainant and also if the complainant wants he should be provided three equal monthly instalments along with current outstanding dues. OP is also directed file compliance report within 21 days of this order.

Case is disposed off as above.

No order as to the cost. Both the parties should be informed accordingly.  
File be consigned to Record Room.

(P K SINGH)  
CHAIRMAN

  
(S.R. KHAN)  
MEMBER-TECH

  
(P.K. AGRAWAL)  
MEMBER-LEGAL

  
(NISHAT AHMAD ALVI)  
MEMBER-CRM

  
(H.S. SOHAL)  
MEMBER