

C G R F



B Y P L

## 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. 151896075 & 100066102

Complaint No. 562/2024

In the matter of:

Mukesh Devi & Sangeeta

.....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)
4. Mr. H.S. Sohal, (Member)

**Appearance:**

1. Mr. Imran Ul Haq Siddiqi, Counsel of the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

**ORDER**

Date of Hearing: 20<sup>th</sup> May, 2025

Date of Order: 21<sup>st</sup> May, 2025

**Order Pronounced By:- Mr.P.K. Singh, Chairman**

1. The present complaint has been filed by Mukesh Devi & Sangeeta against BSES Karawal Nagar.
2. The brief fact of the case giving rise to this grievance is that the complainant's approached this Forum for withdrawal of the transferred dues on CA no. 151896075 and CA no. 100066102 in the name of Sangeeta & Mukesh Devi respectively.

*[Handwritten signature]*

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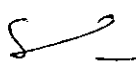
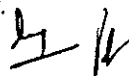
The Complainant's further submitted that the dues are of CA no. 100018001 which was in the name of Lt. Sh. Jilley Singh. The said connection of Jilley Singh was installed at premises no. Kh-220, Shani Bazar, Johripur, Delhi-110094.

3. The respondent in reply briefly stated that the present complaint has been filed by complainants challenging the dues transfer stating that the dues of CA no. 100018001 in the name of deceased Jiley Singh have been wrongly transferred to CA no. 151896075 in the name of Sangeeta and CA no. 100066102 in the name of Mukesh Devi.

The OP in its reply submitted that Jiley Singh is father-in-law of Mukesh Devi who is the complainant in present case. The connection in the name of Jiley Singh of CA no. 100018001 got disconnected due to non-payment of dues and the said dues were transferred upon the live connections existing at the applied site in the ratio of 1/4<sup>th</sup> i.e. a sum of Rs. 3,54,896.70/- each (total dues of Rs. 14,19,586/-).

Reply further submitted that the dues were transferred to four connections in the name of Kamla Devi, Shripal, Mukesh Devi and Sangeeta. Out of the four Kamla Devi & Shripal already approached this Forum in the year 2020 vide CG. No. 49/2020 and C.G. No. 50/2020, where relief was granted to them by this Form. However, the said order of the Forum was appealed before Hon'ble High Court of Delhi and both are pending adjudication. Respondent further submitted that Kamla Devi and Shripal have duly made the payment except LPSC.

4. During the pendency of the case in the Forum, the complainants moved an application that they are ready to pay the transferred bill amount and also requested for withdrawal of LPSC amount.

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5. In view of the above submission of the complainants, we allow the complainants to make the payment of transferred dues and also waive off entire LPSC amount from the bills of the complainant.

ORDER

The complaint is allowed. Respondent is directed to waive off entire LPSC amount on the total outstanding amount i.e. Rs. 14,19,586/- and thereafter LPSC should be waived off from the 1/4<sup>th</sup> share transferred to the CA no. of the complainants i.e. CA no. 151896075 in the name of Sangeeta Devi and CA no. 100066102 in the name of Mukesh Devi. OP is further directed to allow complainant instalments of the revised amount, if asked for.

The complainants should make the payment of the revised bill amount within 15 days after receiving the bill.


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.

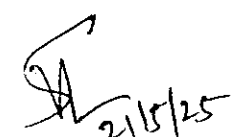
The parties are hereby informed that instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

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.

  
(H.S. SOHAL)  
MEMBER

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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

  
(P.K. SINGH)  
CHAIRMAN