

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. Applied for
Complaint No. 227/2022

In the matter of:

Nargis QureshiComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. Mohd. Iqbal Qureshi, A.R. of the complainant
2. Ms. Ritu Gupta, Mr. Imran Siddiqi, Ms. Shweta Bist, Ms. Shweta Chaudhary & Ms. Divya Sharma, On behalf of BYPL

ORDER

Date of Hearing: 21st February, 2023

Date of Order: 27th February, 2023

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

1. This complaint has been filed by Ms. Nargis Qureshi, against BYPL-PHG.
2. The brief facts of the case giving rise to this grievance are that complainant Ms. Nargis Qureshi lives at premises no. 7189, 2nd floor, Quresh Nagar, Sadar Bazar, Delhi-110006 and using electricity through

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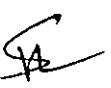
CA No. 152548609 and respondent transferred dues of other connections to her live connection and also transferred enforcement bills. She further added that she has already settled theft bills in PLA and had made payment of Rs. 35000/- against dues of CA No. 401057822 and 400771766. Therefore, she requested the Forum to direct the respondent for immediate withdrawal of transferred dues.

3. The respondent in reply briefly stated that the complainant is seeking relief of recovery of burnt meter and to write off enforcement dues. The complainant is using electricity through CA No. 152548609 and the meter installed against said connection was burnt. A complaint was received for the burnt meter as such meter replacement order was created on 10.03.2021 but same could not be processed due to unavailability of the burnt meter at site. Meter replacement order was again generated on 22.03.2021 but again the same could not be processed as consumer failed to provide burnt meter.
4. Heard both the parties and perused the record. Heard the arguments of Authorized Representative of the complainant and OP-BYPL.
5. The issue in the present case is whether the dues are recoverable from the complainant and reconnection of electricity supply thereof.
6. Representative of the complainant, as per orders of the Forum submitted copy of FIR dated 18.02.2023 and stated that that he is willing to pay the outstanding dues at the premises for installation of the meter.



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7. LR of the OP submitted that they visited the site of the complainant twice once on 10.03.2021 and then on 22.03.2021 but were not able to change the burnt meter at the site of the complainant since the burnt meter was not traceable at site. OP further submitted that the connection of the complainant has become dormant therefore; the complainant has to apply for fresh new electricity connection. OP further added that the complainant has to lodge police complaint for theft/missing of the burnt meter. OP also submitted that after the complaint of burnt meter by the complainant the supply was by passed by officials of respondent therefore, complainant has to make payment of the assessment bill as per DERC Regulations.
8. During the course of arguments and upon directions of the forum, representative of the complainant lodge FIR of the stolen burnt meter.
9. Therefore, we are of the considered opinion that since the supply to the premise of the complainant has become dormant the complainant should apply for fresh new electricity connection. Regarding the outstanding dues, the complainant is directed clear all the pending dues for release of new electricity connection. Respondent submitted pending bill of the applied building one in name of Qyamuddin amounting to Rs. 121350/- (Rs. 98690.94 + Rs. 23659.88). OP is further directed to raise pro-rata share of bill of Qyamuddin excluding LPSC amount of Rs. 23659.88. Also, when the meter was burnt the supply to the premise of the complainant was by-passed by the officials of the respondent, therefore, as per DERC Regulations the defective period assessment bill should also be generated to the complainant.

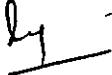
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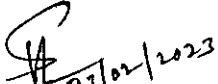
ORDER

The complaint is allowed. OP is directed to release the new connection to the complainant as per above stated directions and completion of all the necessary commercial formalities.

Accordingly, the case is disposed off.

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


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN