

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. 546/2024

In the matter of:

Pradeep Kumar JainComplainant

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 (Tech.)

Appearance:

1. Mr. Pradeep Kumar Jain, Complainant
2. Mr. Akash Swami, Mr. R.S Bisht, Ms. Chhavi Rani, & Mr. Lalit, on behalf of respondent.

ORDER

Date of Hearing: 10th December, 2024
Date of Order: 16th December, 2024

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

1. As per the complaint, the complainant raised the issue of incorrect billing due to removal of subsidy against his electricity connection having CA no. 101212908 installed at his premises bearing no. A-28, Kaithwara, New Seelampur, Delhi-110053. The complainant in his complaint further states that he never opted out of the Subsidy Scheme of OP but OP insisted that the subsidy cancellation was processed with his consent by sharing OTP received in his phone.

Attested True Copy

Secretary
CGRF (BYPL)

Complaint No. 546/2024

2. OP in its reply briefly stated that the complainant is agitating the issue of Subsidy of 200 units, which as per the complaint has been removed from his bill and he is alleging that he never consented for removal of subsidy. Reply further states that in terms of policy decision undertaken by the Government of NCT of Delhi wherein the consumers were given an option to either opt in or opt out of the subsidy scheme/policy wherein 200 units were not charged from the consumer. The complainant himself on 23.04.2024 processed his request to opt out of the aforesaid subsidy scheme by punching in the OTP received on his mobile no and upon entering the said OTP, the request for opt out was successfully registered.
3. In response to the reply the complainant filed rejoinder. The complainant stated that his subsidy has been wrongly cancelled by OP. He also stated that he never requested the cancellation of the electricity subsidy however his subsidy was unjustly cancelled. He further submitted that previously he has sent a SMS on 7011311111 to activate the subsidy. It is also his submission that as per OP the request for cancellation was made in April 2024, then how his bills for the month of May, June, July and August 2024 were raised by giving him benefit of subsidy.
4. Heard both the parties and perused the record.
5. From the perusal of the records and pleas of both the parties. The complainant is a senior citizen and he might have unknowingly and unintentionally shared the OTP. But now when the complainant is raising this issue, the OP should have restored his subsidy, which OP failed to do so.

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Secretary
Complaint

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Complaint No. 546/2024

6. Therefore, we feel it is not a deliberate act by the complainant, thus OP should restore the subsidy benefit to the complainant in his electricity bills against CA no. 101212908. Till August 2024, the complainant got the benefit of subsidy; the revision of the bill for subsidy benefit should be given from September 2024 onwards.

ORDER

The complaint is allowed. OP is directed to affect the subsidy benefit against the connection having CA no. 101212908 installed at premises no. A-28, Kaithwara, New Seelampur, Delhi-110053 from September 2024 onwards.

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.

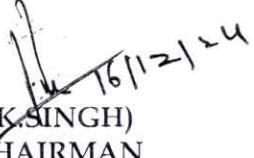
The parties are hereby informed that the instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finality.

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


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN

Attested True Copy


Secretary
CGRF (PVT) LTD