



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. 463/2023

In the matter of:

RajuComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

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 (Tech.)
5. Mr. H.S. Sohal, Member

Appearance:

1. Mr. Nitin Bhardwaj, Counsel of the complainant
2. Ms. Ritu Gupta, Mr. R.S. Bisht, Ms. Meenakshi Senthil & Mr. Akshat Aggarwal, on behalf of respondent.

ORDER

Date of Hearing: 20th February, 2024

Date of Order: 08th March, 2024

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

1. The complaint has been filed by Mr. Raju against BYPL-MVR I & II. The brief facts of the case giving rise to this grievance are that Mr. Raju, the complainant stated that he received higher electricity bill amounting to Rs. 30,560/- whereas his consumption is same as was in previous months for CA no. 101141357 installed at premises no. H. No. 176, Kh No-108,

for b/w
Attested True Copy Village Chilla, Delhi-110092.

Complaint No. 463/2023

Therefore, he requested the forum to direct the respondent for correct the bill for above CA & issue a new bill.

2. OP in its reply briefly stated that the complainant is seeking rectification of electricity bill of Rs. 30,560/- (as on 14.11.2023) bearing CA no. 101141357 installed at premises bearing no. H no. 176, Kh no. 108, Village Chilla Saroda, Delhi- 110091. On 26.11.2021, two new meters were installed against the already existing connections one in the name of Kamlesh and other in the name of Raju. Details of both the connections are as under:-

S. No.	C A No.	Meter no.	Registered consumer	Address	Walking Sequence no.
1.	153884525	71016904	Kamlesh	H. No. 156	MVR010357A2AH
2.	101141357	71016704	Raju	H. no. 176	MVR010356A0AA

It was found that inadvertently there was interchange of wiring of two meters as a consequence complainant's consumption of electricity though recorded in meter at serial no. 1 but he was getting bills for reading recorded in meter at serial no. 2 and vice versa. On complaints of Kamlesh regarding inflated bills, on 20.09.2023 site was visited and it was found that there was meter interchange.

Because of interchange in wiring of two meters, Kamlesh was getting bills since November 2021 for the units beneficiary whereof was complainant and vice versa. Wiring of both the connections was corrected on date of inspection itself i.e. 20.09.2023, thereafter bills were rectified. Accordingly in the bills of Kamlesh refund was given for excess charge of 4514 units whereas in the bill of complainant arrears were

for Ashwani
Attested True Copy shown for short charging of 4514 units.

Complaint No. 463/2023

3. In response to the reply the complainant filed rejoinder. That this was deliberate or by mistake the interchanging of the connections has happened due to mistake of BSES officials but the complainant kept on paying the bills as rose against his connection. That the complainant was neither aware of all these mistakes of the BSES officials nor done any wrong at his end and paid the bills as raised against his connection. Rather complainant was harassed by the BSES as his electricity was disconnected for 4-5 days for no fault of him and which was restored only after forceful payment of Rs. 10000/- dated 15.12.2023.
4. Heard both the parties at length and perused the record.
5. From the narration of facts and material placed before us we find that OP contented that the meters of both the consumers were interchanged during meter replacement drive on 26.11.2021, same fact is also evident from the meter changing report submitted by OP.

The meter of both the complainant i.e. Raju and that of Kamlesh was changed on 26.11.2021 with meter no. 71016704 installed at Raju's residence and meter no. 71016904 installed at Kamlesh's residence. There is difference of mere a single digit moreover the address of both the complainant and that of Kamlesh are also almost same, thus there is strong possibility of interchanging the meter installed at both the premises.

The consumption pattern of Raju shows the following pattern before and after meter change

for
Abhawp

Deek *Sh* *V* *4*

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Chart 'A'

Period	Average Consumption
20.12.2018 till 16.11.2019	3902 units
16.12.2019 till 18.11.2020	3940 units
18.12.2020 till 26.11.2021	4047 units
26.11.2021 till 27.10.2022	2301.4 units
24.11.2022 till 20.09.2023	1485.6 units
27.09.2023 till 30.01.2024	1453.3 units in approx 4 months only

Consumption Pattern of Kamlesh, before and after meter change

Chart 'B'

Period	Average consumption
19.12.2018 till 16.11.2019	1106 units
17.12.19 till 18.11.2020	2293 units
18.12.2020 till 25.11.2021	1668 units
26.11.2021 till 24.11.2022	4189 units
26.12.2022 till 30.09.2023	4154 units
02.11.2023 till 05.02.2024	634.20 units

The consumption of Chart A for the period 26.11.2021 to 27.10.2022 was 2301.4 units and from 24.11.2022 till 20.09.2023 was recorded as 1485.6 units which are totally different from the before and after consumption of the complainant whereas the consumption in Chart 'B' during the period 26.11.2021 to 24.11.2022 was 4189 units and from 26.11.2022 till 30.09.2023 was 4154 units. The consumption of Chart A is totally matching with the consumption of Chart B for the period 26.11.2021 till 30.09.2023 and vice versa. Therefore, above stated consumption pattern is self explanatory and substantiate the claim of OP that the meters of both the connections were interchanged.

Though it not complainant's fault even, it is human error and can happen with anyone else too.

Deepti Bhawal
Attested True Copy

Deepti Bhawal
S *V* *G*

Complaint No. 463/2023

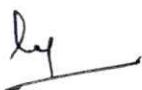
Therefore, we are of considered opinion that the amount levied by OP in the bill of Raju, the complainant are payable by him. The complainant is at no fault but his consumption was being recorded in other meter therefore, those charges are transferred to him after revision of bill. To facilitate the complainant, we allow him payment of the transferred amount in easy instalments alongwith current dues.

OP is directed to waive off entire LPSC amount from the bill of the complainant and allow him six equal monthly instalments alongwith current dues.

The case is disposed off as above.

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


(P.K. SINGH)
CHAIRMAN


(P.K AGRAWAL)
MEMBER -LEGAL


(S.R. KHAN)
MEMBER -TECH


(H.S. SOHAL)
MEMBER


(NISHAT AHMAD ALVI)
MEMBER-CRM

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Secretary
CGRF (BYPL)