

C G R F



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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SEEY4THN11Y-08365

C A No. Applied For
Complaint No. 59/2024

In the matter of:

Rakhi Jain

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. Nishat A Alvi, Member (CRM)
3. Mr. P.K. Agrawal, Member (Legal)
4. Mr. S.R. Khan, Member (Technical)
5. Mr. H.S. Sohal, Member

Appearance:

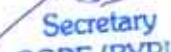
1. Mr. Imran Ul Haq Siddiqi, Counsel of the complainant
2. Mr. Akash Swami, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 11th July, 2024

Date of Order: 15th July, 2024

Attested True Copy


Secretary
CGRF (BYPL)

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

1. The brief facts of the case giving rise to this grievance are that complainant Ms. Rakhi Jain applied for new electricity connections vide request no. 8006743200 and 8006743204 at her premises no. E-22, Second floor, Laxmi Nagar, Delhi-110092. Complainant further submitted that her applications for new connections were rejected by OP on the ground that applied and existing meter address is different and dues at site. Complainant stated that she is ready to file an affidavit with regard to the address mismatch.

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2. The respondent in reply briefly stated that the complainant is seeking new electricity connection vide request no. 8006743200 and 8006743204 under commercial category at second and third floor at premises no. E-22, Laxmi Nagar, Delhi-110092, but the applications of the complainant were rejected for the reason that applied and existing meter address are mismatch. OP also stated that the said fact is admitted by the complainant also.

Reply further added that there are ^{two} existing connections at the said premises and details of these two connections are as follows:

S.No.	Meter no.	CA No	R/C	Address	DOE
1	35789423	100998340	Rakhi Jain	E-22, FF, Laxmi Nagar	04.09.2006
2	55225473	100945682	Brijesh Jain	E-22-C, GF, Laxmi Nagar	17.06.1996

Reply further added that the complainant has not submitted ^{any} title document with respect to the premises in question. Only one Aadhar Card is placed on record and that too of different address.

3. Counsel of the complainant in rebuttal reiterated his original complaint. Rejoinder further states that OP in its reply has admitted that two existing connections belong to the complainant and her husband and one connection in the name of Rakhi Jain, CA no. 100998340 address mentioned is same address on which the complainant has applied for new connection.

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Secretary
GRF (BYP)

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Rejoinder also states that sequence number mentioned in the existing connection installed in the premises of the complainant is JPE20029 and sequence number of connection having CA no. 100904776 whose dues are being asked from the complainant is LNX09XXXXX0XX and both the sequence numbers are quite different. Also, there are more than one premises having same address. Rejoinder also pointed out that OP has not filed any details of the connection whose dues are being asked from the complainant.

Along with rejoinder, the complainant also filed GPA dated May 1996, in favour of Ms. Rakhi Jain, (here the complainant).

4. Heard arguments of both the parties at length and perused the record.
5. OP raised two fold deficiencies for rejection of the application of the complainant for release of new electricity connections at the second and third floor of premises no. E-22, Laxmi Nagar, Dlehi-110092. Firstly, there are pending dues of connections having CA No. 100998340, in the name of Rakhi Jain was installed at the first floor of the subject property and CA no. 100945682 in the name of Brijesh Jain, installed at ground floor of the property. Secondly, the complainant has not submitted nay title document with respect to the premises in question.
6. From the narration of facts and material placed before us we find that for release of new electricity connection, complainant has to fulfill two deficiencies as raised by OP. Firstly, OP asked the complainant to clear the outstanding dues of the connection of Ms. Rekha Jain and Mr. Brijesh Jain, installed at the same property, to which the complainant denied stating that the said dues do not pertain to him. Site visit report submitted by OP shows that there are three properties of same address, and dues of CA no. 100904776 are same site dues.

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Regarding the title of the property the complainant along with rejoinder has submitted GPA in her favour of the year 1996. From the GPA it is clearly evident that the complainant got power of attorney from Ms. Archana Jain wife of Sh. Brijesh Jain.

From the perusal of documents on record, it is apparent that the dues are on the same premises which are to be cleared by the complainant for release of new connections but OP has not placed on record any details of the pending dues.

Therefore, OP is directed to raise the pending bills to the complainant by waiving off entire LPSC amount and also any other charges levied on it. The OP is further directed to release the new electricity connection to the complainant after payment of pending dues by the complainant.

ORDER

The complaint is allowed. OP is directed to release the new electricity connections as applied for by the complainant vide request no. 8006743200 and 8006743204 after payment of pending dues and completion of other commercial formalities as per DERC Regulations 2017.

OP is further directed to file compliance report within 21 days from the date of this order.

The case is disposed off as above. No order as to the cost. Both the parties should be informed accordingly.

(S.R. KHAN)
MEMBER -TECH

(NISHAT A ALVI)
MEMBER-CRM

(P.K. SINGH)
CHAIRMAN

(P.K AGRAWAL)
MEMBER -LEGAL

(H.S. SOHAL)
MEMBER

Attested True C
Secretary
CGRF (BYPL)