



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. 152952269
Complaint No. 115/2021

In the matter of:

SalimComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mrs. Vinay Singh Member(Law)
2. Mrs. Monika Taneja, Member (CRM)

Appearance:

1. None present on behalf of the complainant
2. Mr. Jagatheesh Kannan. Mr. Sanjeev Valecha & Ms. Shweta Chaudhary on behalf of respondent

ORDER

Date of Hearing: 24th January, 2022
Date of Order: 25th January, 2022

Order Pronounced By:- Mrs. Vinay Singh, Member (Law)

Briefly stated facts of the case are that the complainant's meter was removed by the respondent on 28.08.2021 and showing outstanding dues of Rs. 34,894/- although his consumption is less than 200 units per month.

It is also his complaint that he is using electricity through CA No. 152952269 and had always cleared all his dues. To his surprise he received bill amounting to Rs. 54,810/-. He approached respondent for correction of his bill vide letter

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dated 24.08.2021 but respondent despite of correcting his bill disconnected his electricity supply on 28.08.2021.

He approached respondent for reconnection of his electricity connection but respondent asked him to pay Rs. 20,000/- for reconnection. He made the payment but BSES has not restored his electricity supply and said him to clear the balance dues of Rs. 34,894/-. He further submitted that he always maintained his electricity usage below 200 units. Therefore, he requested the Forum to direct the respondent company for reconnection of his electricity connection and also direct respondent to render his bill pertaining to his CA No. 152952269 and to set aside bill of Rs. 34,894/-.

Notices were issued to both the parties to appear before the Forum on 17.11.2021.

The respondent submitted their reply stating therein that the present case is liable to be dismissed as the complainant has deliberately with intent to mislead this Forum concealed and twisted the material facts and is guilty of suggestion falsi and suppression veri. The property in issue has three floors; the complainant is on the ground floor and getting electricity through CA No. 152952269.

It is also their submission that the dues of CA No. 100406337 in the name of Mr. Sakir amounting to Rs. 51144/- were transferred to the live connection of complainant because the connection of Mr. Sakir is installed at First Floor of the same premises and Mr. Salim indulged in illegal extension therefore, the dues were transferred to the connection of Mr. Salim on 16.02.2021.

Respondent further added that the connection in the name of Mr. Sakir prior to disconnection indulged in illegal extension by providing electricity to second

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floor wherein one electricity connection in the name of Mr. Zakir was laying disconnected on account of outstanding dues of Rs. 50007/- . The CA No. of Mr. Zakir is 100406309 and said transfer took place on 07.11.2019.

The matter was heard on 17.11.2021, when respondent filed their reply and both the parties sought some time for resolution of the case. Respondent was also directed to restore the connection as early as possible.

The matter was again heard on 01.12.2021, when respondent was directed to file K.No. files and statement of account in respect of Mr. Salim, Mohd. Zakir and Mohd Sakir.

On 08.12.2021, the respondent filed statement of account Mr. Salim, Mohd. Zakir and Mohd Sakir, but the K.No. files were not traceable. Respondent was directed to trace the files.

Due to lack of coram, the hearings could not be conducted during the period 08.12.2021 to 16.01.2022.

The matter was again heard on 17.01.2022, when complainant was not present and respondent submitted that complaint of the complainant is already resolved. Complainant was given last opportunity to appear before the Forum on 24.01.2022.

The matter was finally heard on 24.01.2022, when again none was present on behalf of the complainant. Despite final notice given on last hearing, complainant again is not present. Respondent submitted that connection has been restored and dues amounting to Rs. 51,217.16/- has been reverted. Respondent also submitted their reply through mail dated 24.01.2022 stating that the dues have been reverted and supply of the complainant has been restored.

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In view of the above, we are of considered opinion that the complaint of the complainant is resolved and the complainant seems to be satisfied with the action taken by the respondent.

Under the circumstances, this Forum finds it prudent to treat this complaint as resolved and directs the office to consign the file to record room after sending a copy of this order to both the parties.

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


(MONIKA TANEJA)

MEMBER (CRM)


(VINAY SINGH)

MEMBER (LAW)