



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. 101255433  
Complaint No. 104/2022

**In the matter of:**

Santosh Kumar .....Complainant

**VERSUS**

BSES Yamuna Power Limited .....Respondent

**Quorum:**

1. Mrs. Vinay Singh, Member (Legal)
2. Mr. Nishat Ahmed Alvi, Member (CRM)

**Appearance:**

1. Mr. Santosh Kumar, Complainant
2. Mr. Imran Siddiqi, Ms. Ritu Gupta, Mr. Tarun Anand, Ms. Shweta Chaudhary & Ms. Katha Mathur, On behalf of BYPL

**ORDER**

Date of Hearing: 14<sup>th</sup> July, 2022

Date of Order: 22<sup>nd</sup> July, 2022

**Order Pronounced by:- Mrs. Vinay Singh, Member (Legal)**

Briefly stated facts of the complaint are that the respondent issued complainant a very high amount bill.

The complainant's grievance is that he is senior citizen of 72 years of age and he is not receiving electricity bill for the last six months. He also submitted that his electricity meter got burnt by electric wire short circuit on 04.01.2022. Respondent raised him huge bill of Rs. 16,500/- from which he paid Rs. 8000/- on 14.03.2022. Therefore, he requested the Forum to direct the respondent to settle the balance payment and revision of bill.

*Deeb*

1 of 3

*Vohu*

Complaint No. 104/2022

Notice was issued to both the parties to appear before the Forum on 07.07.2022.

The respondent submitted their reply stating therein that the complainant has raised the issue of billing. CA No. 101255433 is registered in the name of complainant having electricity meter bearing no. 11312489. The reading against said meter is duly downloaded which is also apparent from the reading chart. As per the reading chart consumer consumed 1174 units in 31 days during the period 30.12.2021 to 29.01.2022 and having MDI of 2.94 KW against sanctioned load of 1 KW. And in the very next month complainant consumed 809 units in 28 days. The readings are downloaded and there is regular consumption and MDI was high in the month of January 2022. The site of the complainant was visited and meter was tested on 09.04.2022 on site visit it was found that the meter is OK and accuracy is also found within limits. After March 2022 complainant has not made the bill payment and total outstanding dues are of Rs. 9170/-.

The matter was listed for hearing on 07.07.2022, when Forum directed the respondent to inspect the premises of the complainant with connected load and also to submit reading comparison of reading for the last three years of same months. Forum further directed the respondent that the balance amount of Rs. 8295/- should be kept in abeyance till further orders of the Forum.

The matter was finally heard on 14.07.2022, when respondent submitted inspection report and consumption chart of the last three years. Copy of same was supplied to the complainant. Complainant raised an issue of not receiving electricity bills. Respondent submitted that complainant has applied for e-bills, therefore, physical bill copy is not being sent to the complainant.

*Deek*

*Deek*

We have gone through the submissions made by both the parties. From the narration of facts and material placed before us we find

- That the meter no. 11312489 installed at the premises of the complainant is installed at his premise from the year 2013 and since then meter has not shown any irregularity.
- Forum also noted that the meter testing report submitted by the respondent states that the meter is OK and is within prescribed limits as per DERC Guidelines.
- The Forum also ordered for site visit report for connected load at the premise of the complainant and the report showed connected load as .770 KW which is less than 1 KW.

In view of the above findings, we are of considered opinion that the meter of the complainant is working OK and the high consumption during the period December 2021 and January 2022 would be just because of usage of heating appliances during winter season. Therefore, the bill raised by the respondent is correct and payable by the complainant.

- We direct the respondent to waive off the LPSC amount levied in the electricity bill of the complainant.
- We further direct the respondent to accept the balance pending payment from the complainant in easy monthly instalment of Rs. 500/- per month alongwith the current month energy charges. *due to the economic condition of the customer*
- Respondent is also directed to file compliance report to the forum.

Accordingly, the complaint is disposed off. *Dr*

No order as to the cost. A copy of this order be sent to both the parties and file be consigned to record room thereafter. The order is issued under the seal of CGRF.

  
(NISHAT AHMAD ALVI)  
MEMBER (CRM)

  
(VINAY SINGH)  
MEMBER (LAW)