



# 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

Phone: 32978140 Fax: 22384886

E-mail:cgrfbyp@hotmail.com

SECY/CHN 015/08NKS

C A No. 101064142  
Complaint No. 159/2023

In the matter of:

Satish Kumar Khosla .....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)

Appearance:

1. Mr. Santosh Kumar Khosla, Complainant
2. Ms. Chavi, Ms. Meenakshi, Ms. Shweta Chaudhary, Mr. Shubham Singh & Ms. Divya Sharma, On behalf of BYPL

## ORDER

Date of Hearing: 20<sup>th</sup> April, 2023

Date of Order: 04<sup>th</sup> May, 2023

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

1. Present complaint has been filed by Mr. Satish Kumar Khosla, against BYPL-MVR I&II.
2. The brief facts of the case giving rise to this grievance are that complainant Mr. Satish Kumar Khosla, is using electricity through CA No. 101064142 at premises no. D-68, Road No. 4, Ghazipur Dairy Farm, Delhi-110091.

*for  
Sharma*  
Attested True Copy

*Sharma*

*Sharma*

*V*

1 of 4

Complaint No. 38/2023

He further added that till September 2022 he submitted all the bills upto date thereafter his meter was changed and his bill for the months of October and December 2022 was around Rs. 1,10,000/- approx. Therefore, he requested the forum to direct respondent for correction of his bill and reconnection of his electricity supply.

3. The OP in their reply briefly stated that the present compliant is regarding billing dispute in respect of CA No. 101064142 registered in the name of Sh. Tilak Raj Khosla, father of the complainant and installed at D-68, Road No. 4, Ghazipur Dairy Farm, Delhi. The meter of the complainant's connection was changed in October 2022 and bills are raised on the basis of downloaded readings except for reading for 03.02.2023 after which the meter was removed on 19.02.2023. OP further added that prior to meter change in October 2022 there were instances of higher consumption. Hence, the outstanding dues are duly payable by the complainant.

OP further added that old connection was removed on account of non-payment and as complainant informed that his father has since deceased, the complainant was told to make part-payment of Rs. 33,678/- against outstanding bill of Rs. 110810/- as on 03.01.2023 and on the part payment itself new connection bearing CA No. 154080567 in the name of complainant himself was released. The old meter against CA No. 101064142 was removed and sent to lab and as per lab report the said meter was accurate.

4. The complainant submitted that along with 30% of the bill amount paid by him respondent also asked him to submit 8 PDC cheques under duress for release of new connection in his favour.

*for  
Ahalwari*

Attested True Copy

2 of 4

*Deek* *G* *H*

Complaint No. 159/2023

5. LR of the OP submitted that bill raised to the complainant against CA No. 1010064142 is correct and as per downloaded readings and is payable by the complainant. The meter testing report also shows that meter was functioning accurately and found within limits.
6. Heard both the parties and perused the record. From the perusal of evidence placed on record pleadings and after hearing both the parties it is transpired that the meter having CA No. 101064142 was installed in the name of father of the complainant i.e. Sh. Tilak Raj Khosla and was disconnected on 19.02.2023 on non-payment of pending dues. Thereafter, the complainant got new electricity connection released in his name of 07.03.2023 through CA No. 154080567. From the perusal of consumption pattern it is evident that the consumption of the complainant during different periods is different and on many occasions the consumption was very high and sometimes it's been recorded as Zero even. Since the consumption recorded is downloaded therefore, the allegation of the complainant that the meter recorded abnormal readings cannot be relied upon. Moreover, the meter testing report submitted by the respondent dated 01.10.2022 states that meter accuracy found within limit.
7. Since, the meter accuracy of the complainant is found within limit and the readings are also downloaded, therefore, we are of considered opinion that the meter was functioning OK and within limits and the bill raised by the respondent is correct and payable by the complainant.

3 of 4

for  
Bhawna  
Attested True Copy

Secretary  
CGRF (BYPL)

Complaint No. 159/2023

ORDER

Complaint is rejected. The bill raised by respondent is correct and payable by the complainant. OP is directed to waive off the entire LPSC amount from the bill of the complainant and provide him suitable instalments of the pending bill amount.

The OP is also directed to file compliance report to this office within 21 days from the issue of this order.

**The case is disposed off as above.**

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

*[Signature]*  
(NISHAT A. ALVI)  
MEMBER (CRM)

*[Signature]*  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

*[Signature]*  
(S.R. KHAN)  
MEMBER (TECH.)

*[Signature]*  
(P.K. SINGH)  
CHAIRMAN

4 of 4

*for A. Khan*  
Attested True Copy

Secretary  
CGRF (BYPL)