



# 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. 150288367  
Complaint No. 42/2023

## In the matter of:

Satpal Singh .....Complainant

## VERSUS

BSES Yamuna Power Limited .....Respondent

## 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 (Technical)

## Appearance:

1. None present on behalf of the complainant
2. Ms. Ritu Gupta, Mr. Pammi Kalra, Ms. Shweta Chaudhary & Ms. Divya Sharma, On behalf of BYPL

## ORDER

Date of Hearing: 18<sup>th</sup> April, 2023

Date of Order: 19<sup>th</sup> April, 2023

## Order Pronounced By:- Mr. P.K. Singh, Chairman

1. This complaint has been filed by Mr. Satpal Singh against BYPL-KWN.
2. The brief facts of the case giving rise to this grievance are that complainant Mr. Satpal Singh is using electricity through CA No. 150288367 installed at his premises no. E6, GF, Kh. No. 138/22, Main Road, Karawal Nagar, Khajoori Khas, Near Giri Automobile, Delhi-94.

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It is also his submission that in June 2019 respondent has wrongly transferred dues amounting to Rs. 1,59,000/- to his live connection. The said bill was settled for Rs. 54,000/- and he made payment in two equal instalments through cheque of Rs. 27000/- each. Thereafter, again respondent has issued him a bill of Rs. 2,36,280/- in December 2022 which is illegal. Therefore, he requested for removal of transferred dues from his live connection.

3. OP in its reply briefly stated that the complainant has challenged the dues which stands transferred to his connection bearing CA No. 150288367 in the year 2019, thus the present complaint is barred by limitation. The premises involved are E-6, GF, Kh. No. 138/22, Main Road Karawal Nagar, Khajoori Khas, Near Giri Automobiles, Delhi-94. Dues of Sh. Rattan Singh i.e. father of the complainant of Rs. 56,832/- against CA No. 150371487 were transferred to electricity connection registered in the name of Sh. Satpal Singh (CA No. 150288367) on 07.03.2019. Likewise dues of Sh. Shiv Kumar of Rs. 1,05,610/- against CA No. 101448273 to Sh. Satpal Singh (C.A No. 150288367) on 07.03.2019. Both the disconnected connection are part of the subject property. The dues were transferred after following due process of law.
4. Arguments of both the parties are heard.
5. During the hearing, the complainant was asked to visit the office of the respondent and explore the possibility of settlement with the respondent. OP submitted that despite two opportunities given to the complainant, the complainant failed to visit the division office. OP further added that the dues transferred to the live connection of the complainant pertain to his father and his brother, therefore, the complainant is liable to clear the dues.

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6. In view of the above, we are of the considered opinion that despite giving ample opportunity to the complainant to settle the matter amicably with the respondent, the complainant failed to do so. It seems that the complainant is no longer interested in settling the dues. Therefore, the respondent is directed that if in future the complainant approach them they should waive off the LPSC amount and give complainant instalments for payment of the balance dues alongwith current charges.

ORDER

Complaint is allowed. Respondent is directed to waive off entire LPSC amount from the transferred dues and complainant is directed to make the payment of the balance bill amount.

OP is further directed that if complainant wants he may be given monthly instalments not exceeding to 5 instalments along with current month's energy charges.

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.

  
(S.R. KHAN)  
MEMBER-TECH

  
(P.K. SINGH)  
CHAIRMAN

  
(P.K. AGRAWAL)  
MEMBER-LEGAL

  
(NISHAT AHMAD ALVI)  
MEMBER-CRM

On leave  
(H.S. SOHAL)  
MEMBER