



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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SECV/CHN (11/5/08/NK)

C A No. Applied for
Complaint No. 470/2023

In the matter of:

Shama KhanComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

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. Vinod Kumar, Counsel of the complainant alongwith complainant
2. Ms. Ritu Gupta, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 04th June, 2024

Date of Order: 06th June, 2024

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

1. This complaint has been filed by Ms. Shama Khan against BYPL-Laxmi Nagar. The brief facts of the case giving rise to this grievance is that the complainant is resident of A-135, Priadarshini Vihar, Laxmi Nagar, Delhi-110092 and she applied for shifting of electricity distribution box/junction box installed in front of her premises. It is also her case that she approached respondent for shifting of the same but all went in vain.

2. OP in its reply briefly stated that the present complaint has been filed by the complainant seeking shifting of electrical junction box installed outside her premises. Upon receiving application of the complainant, technical feasibility was checked by concerned O&M department for shifting and it was found to be technically possible and the complainant was asked to submit the estimate amount along with cancelled cheque and fulfill other codal formalities so that proposal be put up before finance so that file was provided a scheme number.
Complainant fulfilled all the required formalities as rose by OP but has not placed on record cancelled cheque, therefore complainant was issued letter dated 30.01.2024 and finally on 01.03.2024 the complainant submitted cancelled cheque.
3. In response to the reply, the complainant filed rejoinder refuting therein the contentions of the respondent as averred in their reply and reiterated her original complaint. She further submitted that OP issued her demand note of Rs. 1,84,355/- which she has duly deposited. Rejoinder further stated that as per DERC Regulations, OP should shift the HT box/line within 30 days from the date of application of the complainant, but till date OP has not taken any action.
4. During the course of hearing, OP submitted that on 20th and 21st March 2024, they tried to shift the said feeder pillar but the complainant denied shifting and has given written application to hold the shifting work. The complainant was directed to present before the Forum.
5. Since the complainant was not in town, she presented herself before the Forum on 04.06.2024 and submitted that instead of shifting the feeder pillar/junction box, OP is installing a new big box in front of her house that is the reason she refused shifting/installation of the feeder pillar.

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6. Arguments of both the parties are heard and perused the record.
7. From the narration of facts and material placed before us we find that OP was asked the reason for installation of new big feeder pillar, which OP could not satisfactorily reply the query of the Forum. Therefore, OP should only shift the same old feeder pillar/junction box. There is no need to install new feeder pillar/junction box at the cost of the complainant.

ORDER

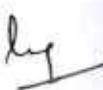
The complaint is allowed. OP is directed only shift the already installed feeder pillar/junction box installed in front of the complainant at the specified place.

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.


(NISHAT A ALVI)
MEMBER (CRM)


(P.K. AGRAWAL)
MEMBER (LEGAL)


(S.R. KHAN)
MEMBER (TECH.)


(P.K. SINGH)
CHAIRMAN