



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

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SECY/CHN 015/08NKS

C A No. Applied For Complaint No. 288/2023

In the matter of:

Sona Devi & Pawan KumarComplainant

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)
5. Mr. H.S. Sohal, Member

Appearance:

1. Mr. Vinod Kumar, Counsel of the complainant
2. Ms. Ritu Gupta, Ms. Renu Bala, Ms. Shweta Chaudhary & Ms. Chhavi Rani, On behalf of BYPL

ORDER

Date of Hearing: 01st February, 2024

Date of Order: 05th February, 2024

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

1. The brief facts of the case giving rise to this grievance are that complainant Ms. Sona Devi & Pawan Kumar are using electricity through CA No. 150322746 and 150088466 installed at premises no. A-90, Village Gazipur, Delhi-110096, and OP transferred dues amounting to Rs. 7,28,289/- (including LPSC Rs. 3,40,012/-) of disconnected CA No. 100931188 to their live connections. The said

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CGRF (BYPL)

Complaint No. 288/2023

2. OP in its reply briefly submitted that complainants are seeking withdrawal of transfer of dues against CA no. 150322746 & 150088466 and revision of bills. On the basis of the sequence no. field executive on 24.01.2020 reached the premises bearing no. A-90 & A-92 and it was found that the two electricity connections bearing CA No. 150322746 and 150088466 were now providing electricity to premises no. A-91 as well as where old connection bearing CA No. 100931188 in the name of Ajit Singh was installed and disconnected on 22.11.2017 for non-payment of outstanding dues of Rs. 7,29,009/-.

Reply further stated that Pawan Kumar is son of Smt. Sona Devi. A GPA dated 27.04.2011 was executed by one Umrav Singh r/o A-90 in favour of the complainant and the CA No. 100931188 was disconnected on 22.11.2017. The new electricity connections bearing CA No. 150322746 & 150088466 were energized on 30.01.2012 and 01.06.2011 respectively. Also, the Khasra no. mentioned in the various bills placed on record by the complainant in name of Ajit Singh is same as that of the address of Pawan Kumar i.e. 695/39, Ghazipur. All the three connections have same sequence number. Thus in all likelihood the complainants are beneficiary of the said old connection the dues of which are transferred to their live connections.

3. During the hearing both the parties sought time for mutually settling the matter.

4. The matter was finally heard on 01.02.2024, when both the parties stated that the matter has been mutually settled. Enforcement bill has been settled by the complainant in PLA and also submitted payment receipt of the same was also submitted.

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Complaint No. 426/2023

Both the parties arrived at the settlement that the complainant would be paying Rs. 1,00,000/- on 01.02.2024 and balance amount of Rs. 3,16,035/- in ten equal monthly instalments without LPSC. The electricity connection as applied by the complainant should be released after payment of first instalment of Rs. 1,00,000/-.

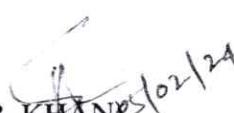
5. Since both the parties have settled the matter mutually and the grievance of the complainant has been redressed upto their satisfaction, the case is closed as settled.

The case is disposed off as above.

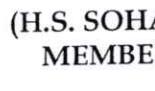
No order as to the cost. Both the parties should be informed accordingly. Proceedings closed.


(P K SINGH)
CHAIRMAN


(P.K. AGRAWAL)
MEMBER-LEGAL


(S.R. KHAN)
MEMBER-TECH


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CGRF (BYPL)


(H.S. SOHAL)
MEMBER


(NISHAT AHMAD ALVI)
MEMBER-CRM