



# 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@hotmai.com

SECY/CHN 015/08NKS

## C A No. Applied For Complaint No. 171/2023

### In the matter of:

Sudha Kanojia

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

### Appearance:

1. Husband Of the complainant
2. Ms. Ritu Gupta, Mr. R.S. Bisht, Mr. Gaurav & Ms. Chhavi Rani,  
On behalf of BYPL

### ORDER

Date of Hearing: 03<sup>rd</sup> August, 2023

Date of Order: 07<sup>th</sup> August, 2023

### Order Pronounced By:- Mr. Nishat Ahmed Alvi, Member (CRM)

1. The complainant Ms. Sudha Kanojia stated that she is residing at premises no. B-7, GF, Gali No. 1, Arjun Nagar Police Booth, Delhi-51 since 2010 and a meter was installed at the premises vide CA no. 100868708. It is also her submission that now OP has transferred dues of CA no. 100868708 amounting to Rs. 31630/- to her live connection having CA no. 150878687 which is not payable by her. She requested for waiver off the said amount.

Attested True Copy

Secretary  
CGRF (BYPL)

Mr. Nishat Ahmed Alvi

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2. OP in its reply submitted that the complainant is seeking withdrawal of dues of Rs. 31,623/- which were transferred from CA No. 100868708 (disconnected connection) registered in the name of complainant to CA No. 150878687 (live connection) also registered in the name of the complainant. The disconnected connection bearing CA No. 100868708 was disconnected on 25.05.2012 on account of outstanding dues of Rs. 31623/-. The said connection was granted for non-domestic purpose.

OP further added that premises of the complainant were visited twice and it was found that the live connection is feeding the portion of the premises where disconnected connection was installed. Therefore, dues are transferred to the live connection of the complainant and are payable by the complainant.

3. The matter was listed for hearing on 03.08.2023, when husband of the complainant stated that they are ready to pay the dues but asked for waiver off LPSC amount and instalments of balance amount and restoration of his electric supply.

OP submitted that approx. Rs. 28,000/- are payable by the complainant after waiver off LPSC amount.

4. In view of the above, we direct the respondent to waive off entire LPSC amount from the outstanding bill of the complainant and also allow complainant four equal monthly installments along with current charges. Respondent is also directed to restore the electricity supply after payment of first installment.

5. Case is disposed off as above.

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

File be consigned to Record Room.

(P.K.SINGH)  
CHAIRMAN

(S.R. KHAN)  
MEMBER-TECH

NISHAT AHMAD ALVI  
MEMBER-CRM

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Secretary

(P.K.AGRAWAL)  
MEMBER-LEGAL

(H.S. SOHAL)  
MEMBER

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Secretary  
CGRF (BYPL)