



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. 153039300
Complaint No. 80/2023

In the matter of:

SunitaComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

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. Complainant present in person
2. Ms. Ritu Gupta, Ms. Shweta Chaudhary & Ms. Divya Sharma, On behalf of BYPL

ORDER

Date of Hearing: 23rd March, 2023

Date of Order: 27th March, 2023

Order Pronounced By:- Mr. P.K. Agrawal, Member (Legal)

1. This complaint has been filed by Ms. Sunita, against BYPL-GTR.
2. The brief facts of the case giving rise to this grievance are that complainant Ms. Sunita applied for load reduction for CA no. 153039300 at premises no. A-51, Gali No. 4, Nala Road, Ambedkar Vihar, Johri Pur, Delhi-94, but respondent has not reduced the load till date.

Complaint No. 80/2023

3. OP in its reply briefly stated that the connection in issue had sanctioned load of 1 KW which was enhanced as per Regulation 17 (4) to 6 KW in terms of letter dated 07.05.2022 based on MDI recorded in the last financial year i.e. from 01.04.2021 to 31.03.2022. The load was required to be enhanced w.e.f. July 2022 but on account of technical glitches the load was enhanced w.e.f. January 2023.

OP further added that in terms of Regulation 17 (4)(vii) there is lock in period of six months from the date of load enhancement to accept any application for load reduction. Thus if load enhancement is taken to be effective from July 2022 then six months will expire in January 2023 and if load enhancement is taken from January 2023 then this period of six months will expire in July 2023.

4. During the arguments, OP submitted that six months time from load enhancement is completed in January 2023, they would take appropriate action. On final hearing, OP submitted that the load of the complainant's connection has been reduced and bill has also been revised. Complainant submitted that her grievance has been redressed up to her satisfaction.

5. Hence, we are of the opinion that since the grievance of the complainant is duly redressed upto her satisfaction, case is closed.

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


(NISHAT AHMAD ALVI)
MEMBER-CRM


(P.K. AGRAWAL)
CHARMAN

Attested True Copy
Secretary
CGRF (BYPL)


(H.S. SOHAL)
MEMBER