

# 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-110031

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SECY/CHN 015/08NK

C A No. 100496315

Complaint No. 368/2025

### In the matter of:

Tara Chand Goel  
(Through Virander Goel)

.....Complainant

### VERSUS

BSES Yamuna Power Limited

.....Respondent

### Quorum:

1. Mr. P.K. Agrawal, Member (Legal)
2. Mr. S.R. Khan, Member (Technical)

### Appearance:

1. Mr. Abhinav Goel, Son of the complainant
2. Mr. Prakash Kumar, Mr. R.S. Bisht, Mr. Pawan Verma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

### ORDER

Date of Hearing: 11<sup>th</sup> November, 2025

Date of Order: 24<sup>th</sup> November, 2025

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

*for  
Akhil*

1. The brief facts of the grievance of the complainant is that OP has illegally, wrongly and unlawfully transferred the dues of connection having C A no. 100328885 in the name of Sohan Singh amounting to Rs. 56,000/- to the live connection of Mr. Tara Chand Goel, having CA no. 100329319. It is also his case that disconnection of connection in the name of Sohan Singh was requested in May 2023, but OP failed to disconnect it. The meter was finally disconnected in December 2024 after about 18 months of first requesting for meter disconnection, which is complete violation of DER

Regulations by OP.

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant has filed present complaint being aggrieved by the transfer of dues amount of Rs. 56,000/- of CA no. 100328885 (Sohan Singh was user of this CA number and a tenant of the complainant's family) to CA no. 100329319 (Tara Chand Goel).

Reply further submitted that CA no. 100328885 stood in the name of Sh. Sohan Singh, the supply was disconnected due to non-payment and meter was finally removed on 20.12.2024. Outstanding dues of Rs. 55,719/45 were pending against this C A no. and as per Hon'ble High Court order dated 09.05.2023, possession of the premises was handed over by U.K. Paints (India) Pvt. Ltd. to Sh. Tarun Goel and Sh. Abhinav Goel (grandsons of Sh. Tara Chand Goel).

Regarding allegation of the complainant that they have given meter removal application twice but nothing was done in this regard, The OP's record says as follow:

- a) Application dated 07.07.2023, removal orders generated, closed as premises locked.
- b) Application dated 19.07.2023, removal orders generated, closed as premises locked.

It is also submitted by OP that as per policy after 180 days of disconnection, the case was forwarded for dues transfer. The site visit dated 13.06.2025 confirmed that the premises belonged to Sh. Tara Chand Goel (owner) and Sh. Sohan Singh was a tenant.

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3. The complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and reiterated his original complaint. The complainant further submitted that they requested for removal of meter in the name of Sohan Singh in May 2023 but respondent disconnected the supply in December 2024 only after 18 months from the date of application for removal of meter. The OP transferred the dues of Mr. Sohan Singh's connection to live connection of Sh. Tara Chand Goel in bill for the month of July 2025 and after making complaint to CGRF, Ombudsman and DERC the supply of the complainant was disconnected.

Rejoinder further submitted that there are total three meters installed in the premises and all meters are placed next to each other. Regular readings were being recorded by meter readers of the other two meters, thus the contention of OP that the premises were found locked for meter removal is not justified.

4. Arguments of both the parties are heard.

5. From the narration of facts and material placed before us we find that the OP has transferred dues amounting to Rs. 55,719.45/- of disconnected connection having CA no. 100328885 in the name of Sohan Singh to live connection of complainant bearing CA no. 100328319 in the name of Tara Chand Goel. From perusal of the documents placed on record it is transpired that the complainant applied twice for disconnection of the connection in the name of Sohan Singh, but OP failed to take any action on the applications of the complainant. The OP's contention that at the time of visit by the official of respondent for disconnection of electricity connection the premises of Sohan Singh were found locked, cannot be relied upon as there are three meters installed in the building and all the meters are installed at a same place and readings of all the three meters were recorded regularly by OP.

*for*  
*Abhishek*  
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We also find that the even after applying by the complainant for disconnection of electricity connection the OP took action only after passing of 18 months to disconnect the electricity connection but in the present case after transferring dues of Sohan Singh to the live connection of Tara Chand Goel in June-July 2025 and said connection was disconnected by OP within couple of month of transferring dues and said connection was restored after intervention of the forum.

The Forum vide their interim order dated 09.10.2025 directed the complainant to pay current dues and OP was further directed to restore the electricity supply of the complainant after making payment of the current dues by the complainant.

6. Since, OP failed to take action on the applications of the complainant for disconnection of the electricity connection of Sohan Singh. We do not find any mistake on the part of the complainant. Therefore, OP forfeited its right to recover the dues from the complainant, thus, we do not find it justified that the said dues are recovered by OP from the complainant.

ORDER

The complaint is allowed. Respondent is directed to withdraw the transferred dues from the bill of the complainant.

This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

*for  
A. Singh*

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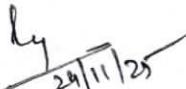
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The parties are hereby informed that instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.

  
24/11/25  
(P.K. AGRAWAL)

MEMBER (LEGAL)

  
24/11/25  
(S.R. KHAN)

MEMBER (TECH.)

  
(P.K. SINGH)  
CHAIRMAN

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Secretary  
CGRF (BYPL)