



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. 15250233
Complaint No. 567/2024

In the matter of:

Varsha DixitComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. Mr. Sunil Dixit, Husband of complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Akshat Aggarwal, on behalf of BYPL

ORDER

Date of Hearing: 07th May, 2025

Date of Order: 08th May, 2025

Order Pronounced By:- Mr. H.S. Sohal, Member

1. The brief facts of the case giving rise to this grievance is that the complainant approached this Forum against installing illegal electricity meter vide CA No. 154514763 at premises no. J-1/123, First Floor, Khasra No.-145, Gali No.-1, Pusta No.-04, Delhi-110053. Complainant stated in her complaint that the above mentioned flat already had an electricity meter install vide CA No. 152530233 in the

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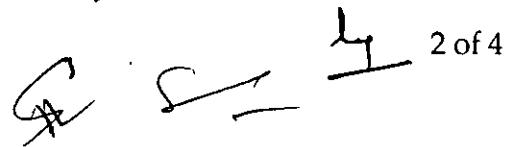
name of Varsha Dixit W/o Sunil Dixit, due to some dispute the electricity bill associated with this meter remains pending based on the readings recorded by the electricity department. Further she stated that as a result of unpaid bill, the meter was disconnected by the officials without any prior notice. Thereafter, without claiming dues of the disconnected connection and without permission of the complainant OP installed new electricity meter vide CA no. 154514763 in the name of Soni Devi at the same premises. The complainant approached this Forum for disconnection of the connection in the name of Soni Devi having CA no. 154514763.

She also alleged that however, the division officers installed a new meter on the same premises based on false and fabricated records. Therefore, she requested the Forum to direct the respondent to cancel the electricity connection which was illegally installed without paying the last bill and without permission of the owner of the property (Ms. Varsha Dixit). BYPL vide mail dated 10.10.2024 stated that they have processed the connection as per the SOP and as per documents submitted by applicant he is owner of the applied premises and there was no any objection in record on this address when the connection was processed.

2. The respondent in reply briefly stated that the complainant's electricity connection bearing CA No. 152530233 had been disconnected due to non-payment of electricity charges. The allegation made by the complainant that his electricity connection has been disconnected without prior notice is absolutely baseless, wrong, incorrect, false and fabricated and hence, denied. Respondent stated that the complainant neither paid a single penny towards the outstanding electricity dues payable upon the complainant, nor she replied the above mentioned notice in any manner.

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Hence the electricity connection of the complainant bearing CA No. 152530233 had been disconnected after the expiry of limitation period of 15 days granted to the complainant through the Notice dated 13.11.2023.

Reply further added that the electricity connection bearing no. 154514763 has been installed in the name of Ms. Soni Devi, W/o Sh. RamNivas at premises no. J-1/123, First Floor, Khasra No.-145, Gali No.-01, IV Pushta, Kartar Nagar, Delhi-110053 on the basis of Documents produced/submitted with the form of new electricity connection in terms of Regulation 10 & 11 of DERC (Supply Code and Performance Standards) Regulation, 2017 and the dues pending upon the electricity connection bearing no. 152530233 registered in the name of complainant shall be transferred to the electricity connection bearing CA No. 154514763 registered in the name of Ms. Soni Devi and the dues transfer process is going on by the concerned department.

3. The complainant rebutted the contentions of the respondent as averred in their reply and reiterated her original complaint.
4. During the hearing proceedings dated 11.03.2025, it was noted that Ms. Soni Devi is also necessary party to adjudicate the matter. Soni Devi was served notice on three occasions but she did not turn up before the Forum to present her case.
5. OP presented K.No. file of Soni Devi. From the perusal of the K.No. file of Soni Devi and the documents filed by her showing her ownership/occupancy is GPA in her favour dated February 2001. The complainant i.e. Varsha Dixit also presented a GPA in her favour.

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We also find that Soni Devi became owner of the property via GPA dated February 2001 of plot measuring area 50 sq. yards. In the year 2002 Soni Devi sold 25 sq. yards out of 50 sq. yards to Varsha Dixit (Sister-in-law of Soni Devi). On the basis of NOC from Soni Devi a new connection was installed in the name of Varsha Dixit in the year 2018. Later the said connection got disconnected on account of non-payment of dues. Thereafter, OP released a new connection to Soni Devi on the basis of GPA dated 2001 without asking for payment of pending dues. Regarding pending dues, OP has served notice to Soni Devi for transferring pending dues of Varsha Dixit.

From the perusal of the records it is transpired that there are multiple GPA's for same property. Therefore, we feel that this case is related to property dispute between the Soni Devi and Varsha Dixit (sister-in-law of soni devi) and same is beyond jurisdiction of the Forum. The complainant should approach appropriate court/authority of law for Redressal of his grievance.

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.


(H.S. SOHAL)
MEMBER


(P.K. AGRAWAL)
MEMBER (LEGAL)


S.R. KHAN
DBT/5/25
MEMBER (TECH.)

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