

## 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: cgrfbypl@hotmail.com

SLC/CIN/BSES/08/08/08

C A No. 154190927 & 154190934

Complaint No. 344/2024

In the matter of:

Vinay Kumar

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

Appearance:

1. Mr. Vinay Kumar, Complainant
2. Mr. Deepak Pathak, Mr. R.S. Bisht, Mr. Akshat Aggarwal & Ms. Chhavi Rani on behalf of respondent.

ORDER

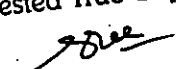
Date of Hearing: 24<sup>th</sup> September, 2024

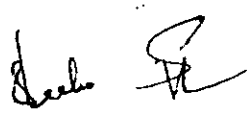
Date of Order: 25<sup>th</sup> September, 2024

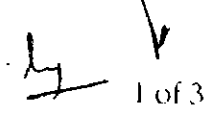
Order Pronounced By:- Mr. S.R. Khan, Member (Technical)

The complaint has been filed by Mr. Vinay Kumar against BYPL-Yamuna Vihar. The brief facts of the case giving rise to this grievance are that the complainant applied for Shifting of Feeder Pillar installed in front of his premises no. B-2/4, Yamuna Vihar, Delhi-110053. Complainant stated in his complaint that he has to demolish his premises and rebuilt it with stilt parking and BYPL

Attested True Copy

  
Secretary  
CGRF (BYPL)



  
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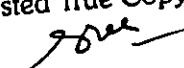
Complaint No. 344/2024

Feeder pillar is coming at centre of his premises. Further he stated that if in case there is any obstacle or any technical issue then shift it at any side left or right in front of his premises, for this he is ready to pay the shifting charges. Therefore he requested the forum to direct the respondent to shift it at any side left or right in front of his premises.


OP in its reply briefly stated that the complainant is seeking relocation of the feeder box to other side of premises as the complainant is renovating his house. That the complainant Mr. Vinay Kumar is the registered customer of BSES for said property no B-2/4, Yamuna Vihar, Shahdara, Delhi-110053. The complainant has not given any proposed location for shifting and the feeder box cannot be shifted without any proposal location and without NOC from the neighbors those who are affected because of the relocation. Accordingly the consumer has been asked to provide NOC from both side of house as per process to avoid any issue at the time of execution. Also an undertaking for NOC required to digging/ restoration in this work from concern road owning agency.

Reply further stated that OP has received a mail of objection from resident or B-2/5 Yamuna Vihar Delhi 110053, regarding the shifting of feeder box. The resident have strong objection about any such shifting which affects them in manner. Accordingly the feeder box cannot be shifted without due compliance of process and NOC from the neighbors.

In response to the reply the complainant filed rejoinder and stated that NOC from road digging/restoration from concerned road owning agency is concern of BSES. He further submitted that he is ready to pay the estimated charges. Resident of B 2/5 has no right of objection regarding relocating of feeder box as he has given proposed location of feeder box to left side or right side in front of his house. NOC from neighbors is not mandatory as they are not affected by relocation of feeder pillar in front of his premises.

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The matter was listed for hearing on 24.09.2024, when OP insisted that the neighbours of the complainant have objected the shifting of the feeder and they be made party in the present case. This plea of OP was not considered by the Forum. Forum did not feel it necessary to make the neighbours party in the present case as the shifting of feeder is in front of the premises of the complainant only and the complainant is ready to pay the charges of shifting of feeder.

In view of the above, we are of considered opinion that since the complainant is ready to bear the shifting cost and also needs shifting of feeder box in front of his premises towards the left or right side.

In the aforesaid circumstances we don't find any obstacle in granting the request of the complainant for feeder shifting and we also don't find any valid justification in rejecting aforesaid request of the complainant.

ORDER

The complaint is allowed with the direction to the OP to process the application of the complainant for shift the feeder as per complainant's request after getting required formalities completed on the part of complainant or otherwise.

OP is further directed to file compliance report.


The case is disposed off as above.

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

  
(S.R. KHAN)  
MEMBER -TECH

  
(P.K. SINGH)  
CHAIRMAN

  
(P.K AGRAWAL)  
MEMBER -LEGAL

  
(NISHAT AHMAD ALVI)  
MEMBER-CRM

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Secretary  
CGRF (BYPL)

(H.S. SOHAL)  
MEMBER