

C G R F



B Y P L

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. 93/2021

In the matter of:

Sudha Devi & Sahil KumarComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. Arun P Singh (Chairman)
2. Mrs. Vinay Singh, Member (LAW)
3. Dr. Harshali Singh, Member (CRM)

Appearance:

1. None present on behalf of the complainant
2. Mr. Imran Siddqi and Ms. Shweta Chaudhary, On behalf of BYPL

ORDER

Date of Hearing: 08th October, 2021

Date of Order: 12th October, 2021

Order Pronounced By:-Dr. Harshali Singh, Member (CRM)

Briefly stated facts of the case are that the complainant's applied for new electricity connection but the respondent has not released the same till date.

It is also their submission that they are the owners of built-up property no. 609/33, FF & SF, School Block, Mandawali, Fazalpur, Delhi-110092. They purchased the said property on 25.09.1995 and all the flats in the building already have electricity connection but only complainant's flat have no connection.

[Handwritten signatures and initials: 'V. B.', 'T. S.', and 'Harshali' with a signature line]

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They further added that they have applied for new electricity connections at first floor and second floor on 04.04.2021 vide application no. 8004888657 & 8004888658 but the respondent rejected their application for new connection mentioning:-

"to complete commercial formalities within 7 days from the receipt of this letter and no separate dwelling unit."

Therefore, the complainant's have requested the forum to direct the respondent company for immediate release of the new connection.

Notices were issued to both the parties to appear before the Forum on 17.09.2021.

The Respondent in their reply stated that the complainants applied for new electricity connection vide application no. 8004888657 & 8004888658 on 04.04.2021 at house no. 609/33, FF, School Block, Mandawali Fazalpur, New Delhi-110092. During the site visit it was found that the height of the building where new electricity connection is applied, is of 13.20 meter having G+3 floors.

On inspection it was found that the electricity dues are outstanding against the premises sought to be electrified. Accordingly, a deficiency letter was issued to the complainants. Outstanding dues amounting to Rs. 22847/- were also allegedly pending against CA No. 100875052 and no proper kitchen was found. Therefore, the complainants are liable to clear the dues before release of new connection, as stated by the Respondent in their reply.

On 17.09.2021, the Respondent was directed to file K.No. file in respect of pending dues or transferred dues and the statement of account.

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The instant complaint was again heard on 29.09.2021, when both the parties submitted that the dues issue has been resolved. Both parties sought some time for amicable resolution which was given to them at their request.

The matter was finally taken up on 08.10.2021. The complainant filed a withdrawal letter on record stating therein: -

"that his connections have been released by the company. He has received the demand note that is to be paid by him. Therefore, he withdraws his application from the CGRF."

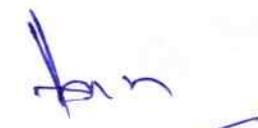
Under the circumstances, the Forum feels that the complainant is satisfied with the action taken by the respondent and therefore finds it appropriate to accept the complainant's withdrawal letter and dispose off the case accordingly.

No order as to the cost. The office is directed to send a copy of this order to both the parties and consign the file to record room thereafter.

The order is issued under the seal of CGRF.


((HARSHALI KAUR)
MEMBER (CRM))


(VINAY SINGH)
MEMBER (LAW)


(ARUN P SINGH)
CHAIRMAN