



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. 100967346
Complaint No. 06/2020

In the matter of:

Santosh AgarwalComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. None appeared on behalf of the complainant
2. Mr. B.B. Sharma, On behalf of BYPL

ORDER

Date of Hearing: 19th February, 2020

Date of Order: 19th February, 2020

Order Pronounced by:- Dr. Harshali Kaur, Member (CRM)

Briefly stated facts of this case are that the complainant approached this Forum to get her bill amount which she alleges is arbitrarily high, corrected.

It is her submission, that for the last five years she is using electricity and receiving bills to the tune of Rs. 500/- to Rs. 700/- per month. As per the bill dated 05.07.2019 she was liable to pay Rs. 20812/- for consumed electricity. After receiving the bill she approached the respondent for correction of the bill. The respondent informed her that her meter is faulty and changed her faulty meter with a new meter.

Complaint No. 06/2020

The complainant states that after installation of new meter, the respondent did not rectify her bills and kept on sending her inflated wrong bills pressuring her to pay the current charges, instead of revising her bill. Therefore, she prayed to the Forum to direct the respondent for correction of her electricity bill.

Notice was issued to both the parties to appear before the Forum on 06.02.2020.

The respondent company submitted their reply stating therein that the bill of the complainant has been checked and found correct as per the available meter reading. As per the meter readings, it was found that though the electricity consumption was negligible till 16.05.2019, thereafter, the consumption in terms of units and MDI rose significantly.

Further, the said meter was also tested at their laboratory. The report of the said testing gave the concluding remarks as 'meter accuracy found within limit'. It was also their submission that the complainant agreed to pay the said bill in installments, accordingly, on 06.01.2020 and the last payment made by the complainant is for Rs. 2600/-.

It is pertinent to mention here that during the hearing dated 06.02.2020, the respondent was asked to keep the disputed amount in abeyance till the pendency of the case in the forum and to accept current charges from the complainant.

Today, on date of hearing, none was present on behalf of the complainant. The respondent submitted a withdrawal letter duly signed by the complainant. It is stated in the withdrawal letter that the respondent has revised her electricity bill for Rs. 5450/- and she is satisfied with the same and withdrawing her complaint in the Forum. The respondent also submitted copy of the revised bill showing net payable amount as Rs. 0.00/-.

2 of 3

[Handwritten signatures and initials]

Complaint No. 06/2020

Since the complainant has moved an application requesting for withdrawal of the complaint, we find it prudent to dispose of this case as withdrawn.

No order as to the cost. A copy of this order be sent to both the parties and file be consigned to record room thereafter.

The order is issued under the seal of CGRF.

Arun *19.02.2020*
(ARUN P SINGH)
CHAIRMAN

Harsali *19.2.2020*
(HARSHALI KAUR)
MEMBER (CRM)

Vinay *19.02.2020*
(VINAY SINGH)
MEMBER (LEGAL)