

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

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SECY/CHN 01508NKS

C A No. Applied For Complaint No. 70/2020

In the matter of:

Mahender Singh Gupta

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

1. Mr. Mahender Singh Gupta, Complainant
2. Mr. Imran Siddiqui, On behalf of BYPL

ORDER

Date of Hearing: 18th January, 2021

Date of Order: 20th January, 2021

Order Pronounced by:- Mrs. Vinay Singh, Member (Legal)

Briefly stated facts of the case are that the complainant applied for change of category from commercial to domestic, but the respondent has not taken any action on his application.

The complainant submitted that he is using electricity through connection no. 152909081 against which he lodged complaint with the respondent vide complaint no. 80040933011 dated 09.09.2019 for change of category and reduction of load. But till date respondent has not taken any action on his complaint.

Flashy... *Vinay* *10/2* *1 of 4*

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It is also his submission that he applied for category change for another connection with CA NO. 152527118 on 31st October and the category change became effective from 01st November, but the respondent removed the meter from site on 15th December. Therefore, he requested the Forum to direct the respondent for immediate change of category from commercial to domestic, load reduction to 1 KW and refund of security amount.

Notice was issued to both the parties to appear before the Forum on 23.11.2020.

The respondent submitted their reply stating therein that the complainant applied for category change for commercial meter no. 35500481 on 09.09.2019 which was initially rejected due to phone of complainant was not reachable. The complainant again approached the respondent and site of the complainant was visited and found that the building is G+3 and already 2 domestic and 3 non-domestic meters exist at site.

Respondent further stated that the premise where category change was applied is a room with temporary kitchen. There was no separate dwelling unit with separate kitchen at site thus the category change was not feasible.

The matter was heard on 23.11.2020, when complainant was not present. Respondent was directed to settle the matter amicably. The matter was again heard on 04.12.2020, when respondent filed inspection report alongwith photographs. Forum directed to hold a joint inspection on 16.12.2020 and submit their report. Complainant was also directed to file affidavit with details of all the connections feeding energy to the building.

It was also submitted that a matrimonial case is also pending before Karkardooma Court between them.

Hansyoti *Vinu* *For*
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- The respondent submitted site inspection report stating therein that the building complainant is G+4 floor.
- There are two residential units at site one unit is on first floor with three room, one kitchen, one toilet/bathroom and other residential unit is on Ground floor (in shape mazanine floor).
- There are two domestic connections vide meter no. 11791052 in name of Krishna Devi Gupta w/o Mahender Gupta and meter no. 11791634 in name of Mahender Gupta and three commercial meter are installed at premises vide meter no. 55151916, 35500481 and 55308290, out of which consumer wants category change of meter no. 35500481 from commercial to domestic.
- The meter no. 35500481 feeding supply to Mazanine floor and other two domestic meters are feeding supply to first floor of the premises.
- Rest of the floors of the building i.e. second floor, third floor and fifth floor, there commercial activity is found with meter number 55151916 and 70087740.
- On first floor of the premises a temporary kitchen is made up by the complainant to show it as separate dwelling unit.

On hearing dated 08.01.2021, the complainant filed a satisfaction letter dated 06.01.2021, regarding category change has been successfully done by the respondent but raised an issue regarding load reduction and security refund.

The matter was finally heard on 18.01.2021, when the mail of respondent dated 15.01.2021 was taken into consideration.

The mail of the respondent dated 15.01.2021, is narrated below:

Load reduction has been done from 8 to 1 Kw against CA NO. 152909081 in the name of Mahender Singh Gupta and access Security of Rs. 9000/- has been adjusted in the bill. The net payable amount of the complainant is Rs. (-) 5930/-. The arguments of both the parties were heard and matter was reserved for orders.

Shashi *Varma* *Am*
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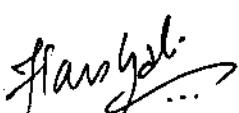
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After going through all the material facts of the complainant. That the complainant's grievance is resolved by the respondent with the intervention of the Forum. So, the complainant filed satisfaction letter.

Resolving the complaint, it is crucial step in the process of solving the problem/complaint. When the complainant comes to the Forum with the accurate status of the resolution and confirmation of the complaint, it's really a matter of significance of the Forum.

Once the complainant filed his satisfaction letter, the Forum allowed him to withdraw the case. Hence, he is allowed to withdraw his case.

The case is disposed off as above.



(HARSHALI KAUR)
MEMBER (CRM)



(VINAY SINGH)
MEMBER (LAW)



(ARUN P SINGH)
CHAIRMAN