



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. 151402763
Complaint No. 05/2021

In the matter of:

Parveen BegumComplainant

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. Mr. Gaurav Malhotra, Counsel of the complainant
2. Mr. Imran Siddiqi, On behalf of BYPL

ORDER

Date of Hearing: 22nd February, 2021

Date of Order: 24th February, 2021

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

Briefly stated facts of the complaint are that the complainant was aggrieved when the respondent transferred an amount of Rs. 1,37,230/- which belongs to another connection bearing CA No. 100966251 to the complainant's CA No. 151402763 without any justification.

The complainant filed the present complaint before this Forum praying for withdrawal of transferred amount, stay on any disconnection due to the disputed amount and compensation of Rs. 1,00,000/- (one Lakh) only for mental and physical harassment.

[Handwritten signatures and initials: 'Vivek', 'Arun', 'Harshali', and '1 of 4' are visible in the bottom right corner.]

Complaint No. 05/2021

The complainant states that on 22.12.2008 her brother one Sh. Fareed Ahmad got a new connection energized. In 2015 the complainant filed for change of name application in her favour, which the respondent duly changed and a new CA no. was issued to her CA no. 151402763 against the meter no. i.e. 12867637.

The complainant received her first bill on 13.04.2015 of Rs. 390/- and further received regular bills as per the readings on her meter which she duly paid. On 03.10.2020, the complainant was shocked to receive a bill of Rs. 1,37,230/- from the respondent which was due on 19.10.2020. Rs. 1,36,585/- were the dues transferred by the respondent from CA No. 100966251 and Rs. 645/- was the actual bill amount.

Finding the dues transfer unjustified and arbitrary the complainant approached the officials of the respondent and filed a written compliant on 09.10.2020. However, she received no clarification about the transfer of dues from the respondent's officers. She also sent a legal notice dated 15.10.2020 via speed post but to no avail. The allegedly illegal dues were still reflected in the bill issued in November 2020 of Rs. 1,38,970/-.

The complainant further alleges that she approached the respondent to pay the current bill amount, but the officials of the respondent refused to accept the payment without payment of the entire arrears unable to get any relief from the respondent she approached the Forum and filed the present complaint seeking Redressal of her grievance.

Notice was issued to both the parties to appear before the Forum. The counsel for the complainant was present on the date of hearing along with the authorized representative of the respondent.

2 of 4

hearing along with the
John 2 of 4
Vogel *Marshali*

Complaint No. 05/2021

We heard both the parties on the day and directed the respondent to file details of complainant's address and pending dues. It was also directed that the respondent would accept the current electricity charges that the complainant was utilizing and willing to pay and also the electricity at the complainant's premises would not be disconnected until the pendency of the present complaint.

On the next date of hearing i.e. on 03.02.2021, the respondent filed their reply. Copy of the same was supplied to the complainant. The Forum directed the complainant to peruse the reply and file her rejoinder before the next date of hearing.

The respondent thereafter filed an application seeking time to resolve this matter amicably. We found it prudent to allow the application and a short date was given to the parties after the complainant's counsel, who was present on behalf of the complainant, agreed to explore an amicable resolution in the present complaint.

Before the next date of hearing i.e. on 22.02.2021, the complainant filed a withdrawal letter duly signed by her wherein it was clarified that both the parties had reached an amicable settlement. The terms of the settlement were withdrawal of transferred dues on complainant's connection CA No. 151402763 along with LPSC. Satisfied with the action taken by the respondent the complainant filed the withdrawal letter as her grievance was suitably addressed.

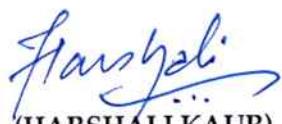
On 22.02.2021, the counsel of the complainant confirmed the withdrawal of the complaint during virtual hearing in the presence of the counsel for the respondent.

Complaint No. 05/2021

Under the circumstances, the Forum found it appropriate to accept the complainant's withdrawal application and dispose off the case accordingly.

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.


(HARSHALI KAUR)
MEMBER (CRM)


(VINAY SINGH)
MEMBER (LEGAL)


(ARUN P. SINGH)
CHAIRMAN