



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 015/08NKS

CA No. 152614056
Complaint No. 68/2020

In the matter of:

Pawan Kumar GuptaComplainant

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. Pawan Kumar Gupta, Complainant
2. Mr. Imran Siddiqui, On behalf of BYPL

ORDER

Date of Hearing: 08th February, 2021

Date of Order: 11th February, 2021

Order Pronounced by:- Mr. Arun P Singh (Chairman)

Briefly stated facts of the case are that the complainant is not receiving bills since October 2005, finally he received bill in September 2018 which was on very high side.

The complainant submitted that he is using electricity vide CA No. 152614056 and since 2005 he is not receiving electricity bills. He approached respondent company many times for non-receipt of electricity bills but never received any satisfactory reply from their end.

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It is also his submission that in September 2018, he received a consolidated bill in the month of September 2018 amounting to Rs. 410320/- for the period of 155 months from October 2005 till August 2018. He approached respondent for details of the bill but was asked to pay the entire bill or face disconnection.

He further added that he paid Rs. 35,000/- immediately to avoid disconnection and further requested respondent for equal monthly instalments. Respondent allowed him 24 instalments of Rs. 15632/- each. He regularly paid the instalments and paid Rs. 3,16,376/- out of Rs. 4,10,320/- till July 2020.

It is also submitted that the respondent showed him the calculations of the bill and it showed that from October 2005 to August 2011 for 71 months, number of units 37588 charged at an average rate of Rs. 3.51/- per unit totaling to Rs. 1,31,981/-. From September 2011 to August 2018 for 84 months, number of units 43821 charged at Rs. 5.20 per unit totaling to Rs. 2,27,413/-.

He repeatedly requested the respondent for providing entire record but all went in vain. Finally on 07.09.2020, his electricity meter was removed and under duress he had to make payment of Rs. 49200/- for reconnection of electricity. Therefore, he requested the Forum to direct the respondent company for providing him entire record month wise for the period 2011 to 2018 including the subsidy amount. He also requested for revision of bill on actual basis and stay on disconnection of supply. Further he asked for compensation of Rs. 1,00,000/- for harassment and mental agony.

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 complaint is regard to CA No. 152614056 of domestic category with 3 KW load energized on 19.10.2005, in the name of Pawan Kumar Gupta. It is also submitted that

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though the connection of the complainant was energized on 19.10.2005 but same was brought in the billing network of August 2018, therefore a bill amounting to Rs. 4,07,696.55 for the period 19.10.2005 with reading zero till reading units 81109 dated 21.08.2018 was raised on 24.08.2018.

Respondent further added that complainant approached the respondent and after long discussion and explanations, consumer got satisfied with the bill and submitted his request to allow him to pay the bill in 24 instalments. The bill of 81109 units proportionately charged from 19.10.2005 till 21.08.2018 while providing due slab benefits/subsidy, bill is raised as per norms and hence the same is in order.

The matter was heard on 23.11.2020, when respondent was directed to furnish all the details in a clear way before the Forum and also stay on disconnection.

On hearing dated 08.12.2020, the respondent was directed to file revised statement of the bills since 2005 as per tariff charges applicable at that time and also show seasonal variation per year.

The matter was again heard on 18.12.2020, when respondent was directed to revised the bill as per the consumption pattern where consumption in 5 months in a year is less than 400 units, and also waive off the LPSC and allow subsidy of all the years and file the revise bill.

During course of hearing on 08.01.2020, complainant was ask to pay current energy dues.

The matter was finally heard on 08.02.2021, when respondent stated that they are in process of amicable resolution of the matter and need some time for same. Arguments of both the parties were heard and matter was reserved for orders.

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We have gone through the submissions made by both the parties. From the narration of facts and material placed before us we directs as under:

- That the respondent has revised the electricity bill of the complainant's CA No. 152614056, wherein subsidy benefit as admissible under rules has been given and also yearly interest payable on the security amount has been allowed.
- That the respondent has revised bill of the complainant as per Govt. of NCT of Delhi guidelines by giving subsidy benefit to the complainant of ^{slab} 200 - 400 units from the year 2014 and prior to that the subsidy benefit was only till 200 units.
- Thus ^{after} necessary corrections, in the due amount of Rs. 37160/- have been ~~provided~~ ^{done} by the respondent. (Bill due date - 23.02.2021)
- The respondent is also directed to consider the payment of these dues in installments as per DERC Guidelines/rules.

Accordingly, case is disposed off as above.

Compliance report to be submitted by the respondent within 30 days from the date of this order.


(HARSHALI KAUR)
MEMBER (CRM)


(VINAY SINGH)
MEMBER (LAW)


(ARUN P SINGH)
CHAIRMAN