



CA No. 100932951
Complaint No. 38/07/2019

In the matter of:

Yamini MaheshwariComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. Arun P Singh (Chairman)
2. Mrs. Smita Shankar, Member (Law)

Appearance:

1. Mr. Imran Siddiqi, Ms. Ritu Gupta, Mr. Mandeep & Mr. Achal Rathi, On behalf of BYPL
2. Complainant

ORDER

Date of Hearing: 08th August, 2019
Date of Order: 13th August, 2019

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

The grievance of the complainant is that in the month of December 2017, her supply against CA No. 100932951 was disconnected due to non-payment of dues (cheque bounce). It was also her submission that in the January 2018, she made the payment and applied for reconnection but the respondent did not activated her electricity supply even after her several follow ups. She was advised by the respondent to apply for a new connection, accordingly, she applied for a new connection but the respondent company is not releasing the

Smita

Arun

1 of 3

Complaint No. 38/07/2019

same on the pretext of building height more than 15 meters. She requested the Forum to direct the respondent company either for activation of the previous connection or for immediate release of the new connection at the earliest.

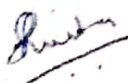
On notice the respondent company appeared before the Forum and submitted their reply. The case was listed for hearing before the Forum and both the parties were heard extensively.

The respondent in their reply submitted that the complainant applied for new electricity connection vide request no. 8003564121 dated 04.10.18 and the application of the complainant was rejected as the complainant did not cooperate in getting the height of the premises measured and also as there are same site electricity dues. Apart from this even ELCB was not installed. The deficiency letter was also issued to the complainant by the respondent. It was also stated that the site of the complainant was visited thrice to measure the height of the building but was not allowed to measure the height.

We have gone through the submissions made by both the parties. From the narration of facts and material placed before us we find that the respondent has submitted as under:-

"It is submitted that earlier the plaintiff had one electricity connection which was disconnected as per the law after issuance of disconnection notice dated 24.11.17. Thereafter, the payment was made but no request for restoration was made as a consequence the connection became dormant."

The connection in question is CA No.100932951 in the name of Kum Kum Maheshwari (the mother of the complainant) and the date of energization being 14.03.2003. The connection should have been restored by the respondent on



Complaint No. 38/07/2019


payment of dues as above since there is no provision in the regulations for restoration request after payment of dues. The consumer did not prefer permanent disconnection and has not received any order regarding permanent disconnection of the electricity connection.

Under these circumstances, in our considered opinion, the consumer should not be denied the right to get her electricity connection restored on payment of electricity dues (for the intervening period) as per the applicable tariff order.

Accordingly, the respondent is directed to give the upto date bill for electricity dues for CA No.100932951 within one week from the date of this order and restore the connection within 3 days from the date of payment of the bill by the consumer.

No order as to the cost. Both the parties should be informed accordingly.
Proceedings closed.

The compliance should be reported within 30 days. The order is issued under the seal of Consumer Grievance Redressal Forum (BYPL).


(SMITA SHANKAR)
MEMBER (LAW)


(ARUN P SINGH)
CHAIRMAN

RA No.02/2019 IN CG 38/07/2019

YAMINI MAHESHWARI
Vs
BSES YAMUNA POWER LIMITED (D) LAXMI NAGAR

ORDER SHEET

Date: 01.10.2019

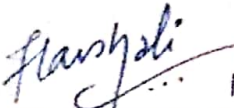
Present:


1. None present on behalf of the complainant
2. Mr. Imran Siddiqi, Mr. Prashant Tikadar
& Mr. Achal Rathi, on behalf of BYPL


The complainant is not present.

The respondent is withdrawing review application filed on 06.09.2019 and has filed the compliance report of the order dated 13.08.2019.

The case is closed.


(HARSHALI KAUR)
MEMBER(CRM)
1.10.19


(ARUN P. SINGH)
CHAIRMAN


(VINAY SINGH)
MEMBER(LEGAL)