



C A No. 100660853  
Complaint No. 08/2021

**In the matter of:**

Gagan Chandra .....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. Vinod Kumar, Counsel of the complainant
2. Mr. Imran Siddiqi & Ms. Ritu Gupta, On behalf of BYPL

**ORDER**

Date of Hearing: 26<sup>th</sup> February, 2021

Date of Order: 01<sup>st</sup> March, 2021

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

Briefly stated facts of the complaint are that the complainant requested for replacement of single phase meter with a three phase meter against CA No. 100660853 which the respondent company rejected due to which the complainant filed the present complaint before this Forum.

The complainant states that he is using electricity through CA No. 100660853 with sanctioned load of 10 KW in the name of Gagan Chandra. He further added that he is making payment of the current consumption charges from time to time against the said electricity connection

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and no arrears are pending against the said connection. He made a representation to the respondent on 05.10.2020 and on 06.11.2020, but respondent did not consider his request. He requested the Forum to direct the respondent for change of single phase meter with a three phase meter against the said CA No.

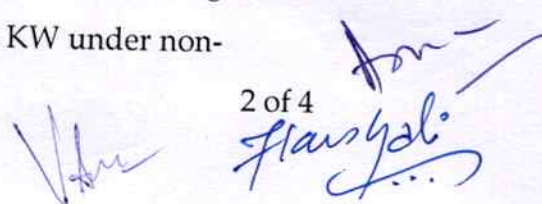
Notice was issued to both the parties to appear before the Forum. No one was present on behalf of the complainant. Respondent filed their reply.

The respondent submitted their reply stating therein that the complainant requested for load enhancement of his single meter with a three phase meter against CA No. 100660853 at the premises no. XVI/1273 (New) (old no.-1206)T/F, Naiwala, Karol Bagh, Delhi-110005. It is further added that complainant is a registered non-domestic consumer vide CA No. 100660853 at above stated address and applied for load enhancement vide request no. 8004591267. The site visit at the complainant's premises was done and it was found that total height of the building is more than 15 meters (18 meters).

Respondent further added that a deficiency letter was issued to the complainant wherein he was informed to get fire clearance certificate as the height of the building is more than 15 meters. The respondent also submitted that until the deficiencies and objections are removed, the respondent would be unable to replace the of single phase meter with a three phase meter.

On hearing dated 12.02.2021, complainant filed additional written submission and the respondent was asked to clarify all the queries put before him.

The counsel of the complainant submitted that Gagan Chandra is a registered consumer of CA No. 10066853 with sanctioned load of 10 KW under non-



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domestic category. Same connection was sanctioned in 2009 at premises no. XVI/1273, New and Old No. 1206, Third Floor, Nairwala, Karol Bagh, Delhi-110005. Thereafter Sh. Dev Bhushan Nohria purchased the said floor and applied for name change. After all commercial and technical formalities were done, name change was affected by the respondent company and also allotted new CA No. 153155870.

On 05.10.2020, the complainant submitted one written submission along with supporting documents, for replacement of single phase meter into three phase meter as per DERC Guidelines 2017 regarding load demand on three phase connection for consumer having load demand 5 KW to 10 KW, which is very clearly mentioned in DERC Letter No. F-9(36)/DERC/RTI-3838/2020-21/619 dated 28.08.2020.

He further added that the said connection is installed since 2009 and it is a case of meter replacement only and not new connection. Therefore, the objection of the respondent company is unjustified as per rule. The said building is a very old construction and already many meters are installed by the respondent company at the said premises.

The matter was finally heard on 26.02.2021, when both the parties were present. The counsel of the complainant submitted his application for withdrawal dated 26.02.2021 stating therein that respondent company has changed his meter from single phase to three phase and thus wants to withdraw his complaint as his grievance has been satisfactorily addressed.


*[Handwritten signatures]*


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Under the circumstances, the Forum found it appropriate to accept and allow 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