

C G R F



B Y P L

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. 153254690 & 153254689

Complaint No. 69/2023

In the matter of:

Ayesha .....Complainant

VERSUS

BSES Yamuna Power Limited .....Respondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. Nishat Ahmed Alvi, Member (CRM)
3. Mr. P.K. Agrawal, Member (Legal)
4. Mr. S.R. Khan, Member (Technical)

Appearance:

1. Mr. Sanjeev Jain, Complainant
2. Ms. Ritu Gupta, Ms. Pragya Paliwal, Ms. Shweta Chaudhary, Mr. Shubham Singh & Ms. Divya Sharma, On behalf of BYPL

ORDER

Date of Hearing: 27<sup>th</sup> April, 2023

Date of Order: 04<sup>th</sup> May, 2023

Order Pronounced By:- Mr. Nishat Ahmed Alvi, Member (CRM)

1. As per complaint, the complainant is using electricity through CA No. 153254690 and 153254689 installed at A-188, old no. A-10/2, Khasra No. 228, Gali No. 8, Chauhan Banger, Delhi-53. She further submits that OP has transferred dues of other connection on her both live connections. Therefore, she requested for withdrawal of transferred dues.

for  
Shubham

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Secretary  
CGRF (BYPL)

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Complaint No. 69/2023

2. Respondent in its reply submitted that the complainant is seeking withdrawal of dues of Rs. 352227/- which were transferred from CA No. 152756390 (disconnected connection) registered in the name of Salman to CA No. 153254689 and 153254690 live connections, both registered in the name of the complainant. The connection in the name of Salman was disconnected on 31.10.2020 on account of outstanding dues which included transferred dues of CA No. 101386167.

OP further added that the field executive visited the site of the complainant and found that the premises which were earlier provided electricity through the disconnected connection was now provided electricity through live connections. The field executive specifically mentioned that though the billing address of live and disconnected connections are different but the premises are same.

3. Representative of the complainant submitted that the dues transferred to his live connections do not pertain to them and they should be removed from his bill. He further submitted that the address of both the premises are totally different and he is nowhere connected with the premises no. A-166, 2<sup>nd</sup> floor, old no. A-9/1, Khasra No. 228, Chauhan Banger and his address is A-188, 2<sup>nd</sup> floor, Old no. 10/2, Khasra No. 228, Gali no. 8-10 Near Masjid Chauhan Banger, Delhi.

4. LR of the OP submitted that from the site visit it is evident that dues of Salman, s/o Jameel Ahmad, A-166, SF, old no. A-9/1 pertains to the complainant as both the premises are same which is evident from walking sequence number.

For  
Asharun

Secy

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Secretary  
CGRF (BYPL)

Complaint No. 69/2023

5. Heard both the parties and perused the record. From the perusal of evidence placed on record pleadings and after hearing both the parties we find that the property chain submitted by the complainant nowhere mention the name Salman or his father. Forum also noted that both the connections in the name of Ayesha Begum were energized on 18.02.2021 and the connection in the name of Salman was disconnected on 06.10.2020, then why respondent has not recovered the dues from the complainant at the time of release of new connection on 18.02.2021.

Also, the address of the pending dues and that of complainant is totally different therefore; we are of considered opinion that the dues transferred by the respondent are wrong and illegal. Therefore, the respondent is directed to waive off entire transferred dues from the bills of the complainant having CA No. 153254689 and 153254690.

ORDER

The complaint is allowed. The respondent is directed to waive off entire transferred dues alongwith LPSC amount from the bills of the complainant having CA No. 153254689 and 153254690.


OP is further directed to file compliance report within 21 days from the date of this order.

The case is disposed off as above.

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

Proceedings closed.

  
(NISHAT A. ALVI)  
MEMBER (CRM)  
Attested True Copy

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

  
(S.R. KHAN)  
MEMBER (TECH.)

  
(P.K. SINGH)  
CHAIRMAN