



C A No. 101287471
Complaint No. 413/2023

In the matter of:

NousheenComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

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 (Tech.)

Appearance:

1. Ms. Nousheen, complainant
2. Ms. Ritu Gupta & Ms. Chhavi Rani, on behalf of respondent.

ORDER




Date of Hearing: 05th March, 2024
Date of Order: 07th March, 2024

Order Pronounced By :- Nishat A Alvi, Member (CRM)

1. The complaint has been filed by Ms. Nousheen against BYPL-Yaumna Vihar. The brief facts of the case giving rise to this grievance are that Nousheen was using electricity through CA No. 101283674 which is installed in name of her deceased husband Mohd Nadeem. Due to the fast meter and non receipt of the bill she was required to pay the bill of electricity of Rs 1,30,000/- which she could not pay and OP has

Attested True Copy

Secretary
CGRF (BYPL)

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disconnected the said supply in the year 2022. She further states that this outstanding has been transferred on the connection of another property belonging to her brother in law namely Naeem vide CA No. 101287471. The OP is threatening to disconnect this connection. Also claiming this outstanding bill as wrong, complainant has prayed for revision of the bill and directions for new connection

2. OP in its reply briefly stated that the complainant is seeking revision of bill raised with respect to CA No. 101287471 (live connection). The said connection was granted for non-domestic purpose is registered in the name of Mr. Naeem for property no. E-31, Welcome, Seelampur, Shahdara, Dlehi-53. The said property has one more connection in the name of Mr. Naim. It seems the name of the same person is spelled differently. Further Mr. Naeem is brother in law of the complainant.


OP further submitted that electricity connection bearing CA No. 101283674 (disconnected connection) was energized on 29.05.1989 in the name of Mr. Nadeem (husband of the complainant) for non-domestic purpose. The said connection was installed at property no. B-32, Seelampur, Delhi.


The said connection was disconnected on 25.06.2022 on account of non-payment of outstanding dues of Rs. 1,34,270/-. An inspection was carried out on 02.06.2023 and as per the report, property no. E-31 and E-32 were found to be joint property and the supply at the disconnected portion was being restored through the live connection of E- 31 aforesaid. Accordingly, the said dues were transferred to the live connection of Mohd Naeem, vide CA. No. 101287471.


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3. Heard both the parties at length and perused the record.
4. Admittedly the outstanding belong to the connection of complainant's husband and the complainant was the user and beneficiary of disconnected connection, as well as the present live connection and meter test reports also verify the meter as ok. During the case of arguments complainant agreed to pay the outstanding, only relief, she request for, is that she being a widow and having no source of income, she may be accommodated in such a manner that she could pay the bill conveniently and request for waiver of LPSC and to pay the balance allowing maximum number of installments. Considering the same as an honest and gentle settlement, this forum finds it appropriate to allow this offer in the interest of justice.
5. Accordingly the complaint is allowed with the directions to the OP to waive of, entire LPSC levied on both the connections-disconnected and live bearing CA no. 101283674 and CA no. 101287471 respectively with other applicable charges. The remaining amount of outstanding, the complainant is allowed to pay to the OP, in ten equal monthly installments without any default and without any objection on behalf of OP. It is further directed that as soon as 1st installment aforesaid is paid by the complainant, the OP shall take no action against the live connection vide CA no. 101287471 and shall issue only regular bills as per future consumption of electricity, which the consumer shall pay without any default.
6. The case is disposed off as above. No order as to the cost. Both the parties should be informed accordingly.


(NISHAT A ALVI)
MEMBER (CRM)


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN