



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

C A No. 100871340
Complaint No. 31/2022

In the matter of:

Rajender PrasadComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mrs. Vinay Singh Member(Law)
2. Mrs. Monika Taneja, Member (CRM)

Appearance:

1. Mr. Neeraj Kumar, Counsel of the complainant
2. Mr. Imran Siddiqi, Mr. Vivek Bhatnagar, Mr. Jagatheesh Kannan & Ms. Shweta Chaudhary, On behalf of BYPL

ORDER

Date of Hearing: 25th April, 2022
Date of Order: 29th April, 2022

Order Pronounced By:- Mrs. Vinay Singh, Member (Law)

Briefly stated facts of the case are that meter installed against CA No. 100871340 jumped in the month of January 2021.

The complainant's grievance is that he is using electricity supply through CA NO. 100871340 installed at his premise no. 48, South Anarkali Extension, Delhi-110051 and paying his electricity bills as and when raised by respondent.

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In the month of January 2021 he received bill of jumped meter reading. Therefore, he requested the forum to direct the respondent for revision of his bill.

Notices were issued to both the parties to appear before the Forum on 16.03.2022.

The respondent in their reply stated that they received a complaint via mail dated 15.02.2022 and upon receipt of mail the past consumption of complainant was checked and it was found that there was no abnormality in the bills post January 2021. Prior to January 2021 also there is consumption of around 1000 units in a month. Respondent further added that in any case the recorded consumption is in consonance with the MDI, accordingly, the complainant was replied through mail dated 17.02.2022. The meter of the complainant was also tested and found to be OK. The result was +1.44 which is within the range and duly provided under the Supply Code 2017.

The matter was listed for hearing on 16.03.2022, when counsel of the complainant stated that this case is of meter jumping. Respondent submitted that this bill of the complainant is of lockdown period from April 2021 till June 2021. Counsel of the complainant wanted third party meter testing. Respondent was directed to assist the complainant for third party meter testing and also that the supply of complainant should not be disconnected till the pendency of the case in the Forum. Complainant was also directed to continue paying current energy charges.

The matter was again heard on 18.04.2022, when it was submitted that third party meter testing is scheduled on 19.04.2022.

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The respondent vide their mail dated 22.04.2022 submitted meter testing report by third party meter testing lab, i.e. Oorja Technical Services Pvt. Ltd., concluding therein that meter date and time found disturbed, billing data found corrupted, tamper data found corrupted.

The matter was finally heard on 25.04.2022, when arguments of both the parties were heard and matter was reserved for orders.

The main issue in the present case is whether the meter of the complainant is faulty or not.

We have gone through the submissions made by both the parties. From the narration of facts and material placed before we find that as per the third party meter testing report concluded that meter date and time found disturbed.

Also, as per the reading pattern of the complainant submitted by the respondent the consumption in the month of 29.07.2021 is for the period of four months i.e. from 30.03.2021 till 29.07.2021 and as per average consumption of the complainant prior and post this reading shows that meter reading of the complainant is normal and there is no discrepancy in the meter readings recorded by the respondent. The reading during this period was not taken by the respondent due to Covid-19 second wave lockdown.

In view of the above, we are of considered opinion that the meter of the complainant is correct and the bill raised by the respondent is correct and payable by the complainant. It seems that meter of the complainant has already been replaced due to third party meter testing.

ME

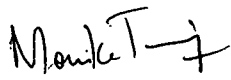
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- Forum feels that there is no ground in the complaint for revision of the bill because the bill seems to be correct as per the past pattern of the consumption of the complainant.
- Respondent is directed to waive off LPSC of the bill of the complainant, if any.
- Respondent is further directed to as per **Section 49 of DERC Supply code 2017**, if the complainant wants instalments, respondent is directed to allow instalments to the complainant.

The case is disposed off.

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


(MONIKA TANEJA)
MEMBER (CRM)


(VINAY SINGH)
MEMBER (LAW)
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