



C A No. Applied For
Complaint No. 34/2021

In the matter of:

Bali DeviComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. Arun P Singh (Chairman)
2. Mrs. Vinay Singh, Member (Legal)
3. Dr. Harshali Kaur, Member (CRM)

Appearance:

1. Mr. Suraj Aggarwal, A.R. of the complainant
2. Mr. Imran Siddqi & Mr. Jagatheesh Kannan, On behalf of BYPL

ORDER

Date of Hearing: 11th June, 2021

Date of Order: 14th June, 2021

Order Pronounced by:- Mr. Arun P Singh, Chairman

Briefly stated facts of the case are that the complainant applied for new connection and the respondent did not release the new connection.

It is her submission that she applied for new connection vide application no. 8004483592 on 07.08.2020, but the respondent rejected her application for new connection on baseless grounds. The new connection she sought for is for charging e-rikshaw. Therefore, she requested the Forum to direct the respondent company for immediate release of demand note and thereafter her new connection.

Harshali

Arun

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Notices were issued to both the parties to appear before the forum on 19.03.2021.

The respondent company submitted their reply stating therein that the complainant applied for new electricity connection vide request no. 8004483592 on 07.08.2020 at W-70, GF Shop, Gali No. 3, Chander Shekher Gali, Babarpur, Delhi-93. The complainant applied for new connection for e-rickshaw charging purpose. Respondent further added that during site visit of the premises of the complainant where is applied for new connection it was found that premises is a godown of approx 100 sq yard area which is lying vacant. After proper verification the application of new connection of the complainant was rejected as e-rickshaw tariff is not applicable. Tariff order for FY 2020-2021 is as below:-

- Tariff category for charging e-rickshaw/e-vehicle/swapping of batteries is applicable for charging stations only.
- However, if the E-Rickshaw are being charged at premises other than at charging stations, the tariff shall be the same as applicable for the relevant category of connection at such premises from which the e-rickshaw/e-vehicle is being charged.
- It is clarified that the tariff for charging stations for e-rickshaw/e-vehicle on single point delivery shall be applicable for charging of batteries at Swapping facilities provided that such swapping facilities are exclusively used for swapping o batteries of e-rickshaw/e-vehicle only.

It was also their submission that load of the premises is 3 KW including one water pump motor of 1 KW, as per DERC tariff order 2017-18, separate commercial connection may required for other public amenities at charging stations such as – for office, submersible pump etc.

During site visit it was also observed that proper charging infrastructure as per

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CEA safety Regulations (2019 amendment) for E-vehicle charging not followed at site such as-no earthing provision for charging station, no firefighting equipment found installed, flexible 2 core power supply cables used (wiring not as per IS standard or armored type), insulated shoes, gloves, tool kit for electrical work and trained electrician certificate not shown by complainant.

The matter was heard on 19.03.2021, when copy of reply filed by respondent was given to complainant. Complainant was asked to file rejoinder and comply with the suggestions of the respondent. Complainant submitted that another CA No. on the same line of the complainant, which is functional. Respondent was asked to provide the details of the same.

The respondent vide their mail dated 09.04.21 submitted that the complainant referred to connection bearing CA no. 152894265 for e-rickshaw charging point. They further submitted that the said connection was released on 28.08.2019 before the e-vehicle policy being formulated. They further added that as now e-vehicle policy has been announced w.e.f. 07.08.2020 and they have to comply the same.

The matter was again heard on 12.04.2021, when complainant submitted that he has not received the reply of the respondent. Forum also directed respondent to provide the complainant DERC Regulations and policy for e-rickshaw charging station and advise the complainant in simple language in which he is comfortable and ready to prepare e-rickshaw charging station as per safety rules and regulations.

The matter was finally heard on 11.06.2021 when respondent submitted that their official talked to complainant and inform him in simple language the necessary requirements for release of new connection for e-rickshaw charging station as per safety rules and regulations.

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Arguments of both the parties were heard and matter was reserved for orders.

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

- The complainant is directed to re-submit their request for release of electricity connection for e-rickshaw charging after removing all defects/deficiencies indicated by the respondent as compliance of various provisions in Delhi Electric Vehicle Policy 2020 (Govt. of NCT of Delhi notification no. DC/OPS/TPT/1260/2018/38704 dated 07.08.2020, (available on net also) and CEA safety Regulations is mandatory.
- The respondent is also directed to prepare a proper list of documents and check list (based on provisions in Law- Delhi Electric Vehicle Policy, CEA Safety Regulations DERC Regulations/Guidelines) for providing connections to e-charging stations so that it is readily available to the prospective consumers.

The case is disposed off as above.

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.

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


(HARSHALI KAUR)
MEMBER (CRM)


(VINAY SINGH)
MEMBER (LAW)


(ARUN P SINGH)
CHAIRMAN