



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
Phone: 32978140 Fax: 22384886
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SECY/CHN 015/08NKS

C A No. 151532635
Complaint No. 58/2020

In the matter of:

Gayatri SharmaComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. None present on behalf of the complainant
2. Mr. Imran Siddqi, On behalf of BYPL

ORDER

Date of Hearing: 29th January, 2021
Date of Order: 29th January, 2021

Order Pronounced By:- Mr. Arun P Singh (Chairman)

Briefly stated facts of the case are that the complainant received excessive billing since long.

It is her submission that she is staying at E-573, Shanti Marg, third floor and using electricity vide CA No. 151532635. BSES since long is sending her high amount bills and a bill for 28 days was served to her for Rs. 7500/-. Therefore, she requested the Forum to direct her respondent for revision of her bill.

Harshali Singh

Imran Siddqi

Arun P Singh

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Notice was issued to both the parties to appear before the Forum on 13.10.2020.

The respondent in their reply stated that the complaint is regarding CA No. 151532635 sanctioned for domestic category in the name of Gayatri Sharma, at E-573, 3rd Floor, Shanti Marg, West Vinod Nagar. The bills are raised as per downloaded readings with proper slab benefits. The calculations are as follows:

| Bill Period | Units | MDI | Amount(Rs.) |
|-----------------------|----------|---------|-------------|
| 29.02.2020-26.06.2020 | 3376 Kwh | 2.66 KW | Rs. 22248/- |
| 27.06.2020-25.07.2020 | 1027 Kwh | 2.58 KW | Rs. 7245/- |
| 26.07.2020-27.08.2020 | 1095 Kwh | 2.62 KW | Rs.7616/- |

That complainant made payment of Rs. 14000/- on 06.01.2020, thereafter, the complainant had not made any payment resulting into pending dues amount payable of Rs. 54380/- inclusive of LPSC Rs. 2130/-.

The matter was listed for hearing on 13.10.2020, when the respondent file their reply but complainant stated that he had only one fan and light and wanted to check the meter. Respondent was directed to check the meter of the complainant and revise the bill not on proportionate rate, but on DERC guidelines as per his last year consumption.

The meter of the complainant was checked and found that meter is within permissible limit of +1.88%. Respondent was directed to file DERC and CEA guidelines regarding digital meter limit (accuracy) and further directed to file last year consumption pattern of the complainant.

The respondent vide their mail dated 17.11.2020 submitted that on comparison of last year and current year there is nominal difference in the consumption of the complainant in the year 2019 the complainant was consuming 22 units per day and in the year 2020 the complainant is using 24 units per day.

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The matter was again heard on 18.11.2020, when Forum directed the respondent to change the meter of the complainant and without charging meter cost. It was also directed to revise the bill as per Regulations and also waive off LPSC amount.

On hearing dated 04.12.2020, the respondent filed DERC Regulations; the respondent was also directed to submit calibration certificate, accuracy formula and specification of the accu-check of meter testing. Respondent was also directed to submit seasonal variation of consumption, consumption pattern and billing calculations.

On hearing dated 18.12.2020, the complainant submitted that his supply has been disconnected; respondent was directed to immediately reconnect the electricity supply.

The respondent vide their mail dated 11.01.2021, submitted that they have revised the bill of the complainant and a credit of Rs. 8180/- is given. During the hearing dated 12.01.2021, the respondent was directed to revise the bill and supply copy to the complainant. Complainant sought installment for making the payment of the revised bill. The revised bill amount will be divided into three equal instalments alongwith current demand.

The matter was finally heard on 29.01.2021, when none was present on behalf of the complainant. The respondent has revised the bill and same has been received by the complainant. Matter was reserved.

Since, the bill has been revised as per tariff orders and subsidy benefit has also been allowed in favour of the complainant. LPSC amount has been waived off and accordingly, revised bill has been provided to the complainant. So, nothing remains to be done. Hence, the present complaint is disposed off accordingly.

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The case is disposed off as above.

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

Proceedings closed.


(HARSHALI KAUR)
MEMBER (CRM)


(VINAY SINGH)
MEMBER (LAW)


(ARUN P SINGH)
CHAIRMAN