



CA No. 100067603  
Complaint No. 56/2020

In the matter of:

Savitri Devi .....Complainant

**VERSUS**

BSES Yamuna Power Limited .....Respondent

Quorum:

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

Appearance:

1. Mr. Rajesh Kumar Sharma, Son of the complainant
2. Mr. Imran Siddiqui & Mr. Prashant Tikadar, On behalf of BYPL

**ORDER**

Date of Hearing: 08<sup>th</sup> January, 2021

Date of Order: 15<sup>th</sup> January, 2021

**Order Pronounced by:- Dr. Harshali Kaur, Member (CRM)**

Briefly stated facts of the case are that during the Covid 19 lockdown period the respondent sent high amount bills to the complainant without giving any subsidy.

The complainant submitted that he is using electricity through CA No. 100067603 for domestic purposes and was regularly paying the electricity bills. The last payment he made was for the month of March 2020, thereafter the lockdown was implemented and in the month of July 2020, the reading of the meter was taken and an increased bill of Rs. 13610/- was sent to him without giving any subsidy.

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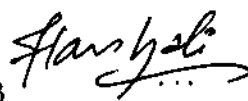
It is also his submission that the respondent raised the reading based bill but without giving any subsidy for lockdown months. He also submitted that he made complaints through e-mail to CGRF-BYPL and Electricity Ombudsman and when he received NIL reply from either, and then he filed Writ Petition before Hon'ble High Court, which was decided on 31.08.2020, in which stay on electricity disconnection was granted for one week alongwith the liberty to file the complaint before the CGRF within one week. Therefore, he requested the Forum to direct the respondent company for revision of his bills and also asked for stay on disconnection.

Notice was issued to both the parties to appear before the Forum on 05.10.2020.

The respondent company submitted their reply stating therein that the present complaint is regarding CA No. 100067603 registered in the name of Savitri Devi. It is also their submission that as per Govt. guidelines Subsidy is given at two stages and in case consumption is more than 400 units in a month then no subsidy is given.

Respondent further added that due to lockdown no downloaded reading was taken from March 2020 to May 2020 as a consequence for the said three months provisional billing was done and consumer was given subsidy of Rs. 1471.26 (i.e. sum of Rs. 576.64 and Rs. 894.62). After 25.02.2020, the meter was downloaded on 22.06.2020 and as such the total consumed units were 1880 for 119 days. Thus on average per month consumption was for 470 units approx.

The present complaint was heard on 05.10.2020. The respondent submitted their reply and was directed to see the last year consumption pattern of these corresponding four months and try to resolve the issue. Forum also directed the respondent that the disputed bill amount should be stayed in abeyance and complainant should pay the current dues regularly. The respondent was also given direction for stay on disconnection till the disposal of this complaint from the Forum.

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The matter was again heard on 16.10.2020, 18.11.2020 and 08.12.2020, when The Forum suggested to both the parties to explore any possibility for an amicable solution.


The matter was finally heard on 08.01.2021, when the respondent filed copy of the revised bill and counsel for the complainant stated that complainant was satisfied and subsequently filed a withdrawal letter as his grievance had been addressed by the respondent due to intervention of the Forum.

Under the circumstances, the Forum found it appropriate to accept the complainant's withdrawal letter and dispose off the case accordingly.

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.

  
(HARSHALI KAUR)  
MEMBER (CRM)

  
(VINAY SINGH)  
MEMBER (LEGAL)

  
(ARUN P. SINGH)  
CHAIRMAN