

Delhi Electricity Regulatory Commission
Viniyamak Bhawan, 'C' Block, Shivalik, Malviya Nagar, New Delhi – 17

CG-383/12/2005

In the matter of :

Ms. Kanta Devi,
B-509, Gali No. 4,
Rajveer Colony, Harijan Basti,
Kondli Gharoli,
New Delhi-110096.

.....**Complainant**

VERSUS

BSES Yamuna Power Ltd.
Through its : **CEO**
Shakti Kiran Building,
Karkardooma,
Delhi-110092.

.....**Respondent**

Coram :

**Sh. Berjinder Singh, Chairman, Sh. K. Venugopal, Member &
Sh. R. Krishnamoorthy, Member.**

Appearance :

1. Sh. Raj Kumar, Complainant.
2. Sh. G.R. Bharti, Complainant.
3. Sh. Hemant Gupta, Advocate on behalf of the Respondent.
4. Sh. Mahender Kumar, Officer Legal.
5. Sh. R.K. Agarwal, BM (MVR), BSES.

ORDER

(Date of Hearing: 05.10.2006)

(Date of Order : 18.10.2006)

1. This complaint was forwarded to the Commission by the CGRF, recommending imposition of penalty against the Respondent for violating Regulation 42 of the DERC (Performance Standards – Metering & Billing) Regulations, 2002.

2. The representatives of the Complainant, who are present in person, have submitted before the Commission that Complainant is satisfied and does not want to press his complaint any more.

3. The Counsel for the Respondent, Sh Hemant Gupta besides tendering an unconditional apology, has submitted that the parties have mutually settled the matter and the Consumer/Complainant has even issued a letter of satisfaction in this regard. However, the Respondent is directed that in such cases, where settlement has been arrived at mutually between the parties, the Commission must be apprised, in writing, well before the date of hearing.

4. The Commission decides not to impose any penalty against the Respondent Licensee but advise the Respondent to bring greater transparency in its functioning and abide by the Regulations in letter and spirit. The Respondent must also ensure that adequate remedial measures are taken to avoid recurrence of such complaints in future. The matter is disposed of accordingly.

5. Ordered accordingly.

Sd/-
(K. Venugopal)
MEMBER

Sd/-
(R. Krishnamoorthy)
MEMBER

Sd/-
(Berjinder Singh)
CHAIRMAN