

DELHI ELECTRICITY REGULATORY COMMISSION

The hearing in respect of the following cases was conducted on 24.3.2007.

Sl. No.	Name & Address of the complainant	Date of complaint	Forwarding date of complaint	Nature of complaint
1	Shri D.S. Chauhan, Secretary, Delhi Association of the Deaf, 92, Kamla Market, <u>New Delhi - 110002</u>	9.1.2007	19.1.2007	DAE case
2	Shri Avtar Singh, 317, Pocket-E, Mayur Vihar, Phase-II, <u>Delhi - 110091</u>	25.10.2006	10.11.2006	Non-utilization of built up space and pathetic conditions of sub stations
3	Shri Tejpal Singh, S/o Shri Sitaram, 243, Ground floor, Vill. Karkardooma, <u>Delhi-110092</u>	5.3.2007	8.3.2007	False meter reading
4	Shri Dharam Pal, House No. 193, Street No. 7, Phase-I, Shiv Vihar, Karawal Nagar, <u>Delhi-110094</u>	Nil	25.1.2007	Restoration of meter
5	Shri Sukhvir Singh, A-124, S.P. Mukherjee Market, Rani Jhansi road, Karol Bagh, New Delhi - 110005	Nil	26.12.2006	Dishonest Abstraction of Energy (DAE)
6	Mrs. Kanta Sharma, B-36, Road No. 2, Gazipur Dairy Farm, <u>Delhi -110096.</u>	Nil	12.1.2007	Fraudulent Abstraction of Energy (FAE)
7	Shri Ashok Kumar, B-11, Road No. 4, Gazipur Dairy Farm, <u>Delhi -110096.</u>	Nil	12.1.2007	Fraudulent Abstraction of Energy (FAE)
8	Shri Balkishan, B-14, Road No. 4, Gazipur Dairy Farm, <u>Delhi-110096.</u>	3.1.2007	4.1.2007	Fraudulent Abstraction of Energy (FAE)
9	Shri Sunder Singh, V-5, Road No. 6, Gazipur Dairy Farm, <u>Delhi-110096.</u>	Nil	12.1.2007	Fraudulent Abstraction of Energy (FAE)

Out of the above 9 complainants, only 1 complainant namely Shri Kanta Sharma at Sl. No. 6 attended the hearing. Shri Ansari, Head, CGC CEO Cell and Shri Rajeev Ranjan, Sr. Officer (Legal) represented BYPL.

The status of above complaints is as under:-

1. The complainant at Sl. No. 1 above i.e. Shri D. S. Chauhan had informed in advance that due to ill health, he will not be able to attend

the hearing. The case is pertaining to the charges of FAE against the consumer. He will be again called in the next hearing.

2. The complainant at Sl. No. 2 namely Shri Avtar Singh informed over telephone that he would reach before 12.30 Hrs. but he did not turn up till 2.30. Hrs. Some suggestion raised in his complaint regarding non-utilisation of built up space and pathetic condition of sub stations have been given attention by BYPL (letter linked at Sl. No. 35). However, the complaint will be again called in the next hearing.

3. Regarding false meter reading as stated by the complainant at Sl. No. 3 above, the BYPL representatives apprised that the display of the meter was defected which was not reflecting proper digital reading. On this BYPL representative were directed to advice the factual position to the consumer and to provide revised bill to the consumer on the basis of past 6 month consumption, BYPL vide letter dated 26.3.2007 has forwarded photographs of the defective meters where one digit is missing as it is not showing proper digits. The BYPL has also confirmed that the meter has been replaced with the new meter and assessment of the electricity charges will be done and bill will be revised after studying the consumption pattern of new meter for 6 months.

4. On the complaint at Sl. No. 4 above regarding removal of electricity meter despite making full payment of electricity charges by the consumer, the BYPL representatives were directed to restore the electricity and confirm the compliance by 30.3.2007. Accordingly, BYPL vide letter dated 26.3.2007 has confirmed that the supply has already been restored.

5. The complaint at Sl. No. 5 from Shri Sukhvir Singh is the case of DAE. He did not turn up for hearing. However, he came on 25th March, 2007 to explain his case. He will be called again in the next hearing.

6. The complaint at Sl. No. 6 namely Shri Kanta Sharma attended the hearing alongwith his Advocate. The complainant Shri Kanta Sharma was booked under FAE. Apart from Shri Kanta Sharma, 3 more cases from the same locality i.e Ghazipur Dairy Area, were of FAE but the remaining 3 complainants (at Sl. No. 7, 8 & 9) refused to take the delivery of the letter addressed by the Commission inviting them to attend the hearing. Shri Kanta Sharma who attended the hearing alongwith his advocate argued that false case was booked against him as he is using premises to run his dairy business and no machinery or manufacturing equipments have been installed at his premises. The representatives of BYPL did not agree with the argument of the complainant stating that they possess documentary proof i.e. photographs/videography etc. The complainant however, insisted that the industry was run in his adjoining premises which is owned by some other people and he has to do nothing with the owners of the industry. The BYPL representatives were directed to fix appointment

of the complainant with the Settlement Committee of BYPL to resolve the dispute.

The status of complaints at Sl. No. 7 to 9 has already been apprised in para 6 above.
