

**In the Court of State Commissioner for Persons with Disabilities
National Capital Territory of Delhi**

25-D, Mata Sundari Road, Near Guru Nanak Eye Centre, New Delhi-110002

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[Vested with powers of Civil Court under the
Rights of Persons with Disabilities Act, 2016]

Case No.1286/1108/2019/11/3364-3366

Dated:16/03/21

In the matter of:

Sh. Sonu Bhola,

A-89, Street No. 8, Jagat Puri,
Krishna Nagar, Delhi-110051.

.....**Complainant**

Versus

The Chief Executive Officer,

BSES Yamuna Power Ltd.,

Shakti Kiran Building, Karkardooma,
Delhi-110092.

.....**Respondent No.1**

The Manager,

BSES Yamuna Power Ltd.,

F-15/2, Krishna Nagar Delhi-110051.

.....**Respondent No.2**

Date of hearing: 15.03.2021

Present:

Sh. Sonu Bhola, Complainant

Sh. Rajeev Ranjan, Sr. Manager (Legal) and Sh. Vivek
Bhatnagar, APO on behalf of respondents.

ORDER

Sh. Sonu Bhola, a person with 65% locomotor disability had filed a complaint vide e-mail dated 07.11.2019 under the Rights of Persons with Disabilities, Act 2016, hereinafter referred to as the Act and has submitted that BSES Yamuna Power Ltd. wrongly transferred another customer's dues to his wife's name bearing CA No. 151285745. He further submitted that BSES Yamuna Power Ltd. office situated at Krishna Nagar is not disabled friendly.

2. The matter was taken up with the respondent vide show cause notice dated 27.11.2019. The respondent vide reply dated 13.01.2020 submitted that the dues of disconnected connection bearing CA number 350258813 registered in the name of brother of the complainant i.e. Sh. Surender Bhola was transferred to another connection registered in the name of the same consumer i.e. Sh. Surender Bhola. The said connection was bearing CA number 100865686. As the transferred dues were not paid, the same were transferred as per law to CA number 151285745 registered in the name of Ms. Rajni Bhola i.e. wife of the complainant. The dues transferred were of Rs. 398832.59. The matter was settled at Rs. 1,02626.71 on 15.03.2019. Regarding accessibility of the office, the respondent submitted that there is a ramp at the entrance of the division office at Krishna Nagar and there is also the facility of the wheel chair on request. There is a help desk on the ground floor to provide all the help and information.

3. The reply of the respondent was forwarded to the complainant vide letter dated 10.02.2020 to file the rejoinder, if any. The complainant submitted the rejoinder vide letter dated 08.08.2020 and a hearing was scheduled on 15.03.2021.

4. During the hearing, the complainant submitted the copies of e-mails dated 8th, 10th & 11th March, 2021 sent to the complainant by the BSES showing different status regarding dues pending. The respondent submitted a copy of letter dated 15.03.2019 regarding settlement of dues.

5. After due deliberation and discussion, the following are recommended:-
(i) BSES, Yamuna Power Ltd. to clear ambiguity with respect to 5 different meters in question in this case that the Bhola family have in the names of Sh. Surender Bhola(1), Ms. Sumitra Bhola (2) and Ms. Rajni Bhola (2) and with clarify check the dues, if any, in each bill, with exact CA number, Meter number with due date and satisfy themselves first. Once this is freezed, BSES should

explain to the complainant if there are any dues with date with correct meter number and CA number so that there is no ambiguity and the things are transparent.

- (ii) BSES, Yamuna Power Ltd. should have better liaison and coordination with the outsourced company/call centre which handles the SMS/information to the customers. In the current scenario, it is seen that on 08.03.2021, there is a confirmation to complainant having zero bill and on 10.03.2021, the same customer is being asked to clear the dues and again on 11.03.2021, the dues being shown as zero. So, there is a mismatch. BSES need to clear this ambiguity.
- (iii) To ensure proper accessibility in the office of BSES, Yamuna Power Ltd., Krishna Nagar and submit the photographic evidence to this Court by 30.03.2021.

5. The complaint was disposed of with the above recommendations.

6. Given under my hand and the seal of the Court this 16th day of March, 2021.

(Ranjan Mukherjee)
State Commissioner for Persons with Disabilities