



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

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SECY/CHN 015/08NKS

C A No. 101472215
Complaint No. 299/2025

In the matter of:

ChanderwatiComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, (Chairman)
2. Mr. S.R. Khan, Member (Technical)

Appearance:

1. None present on behalf of the complainant
2. Mr. Divyam Nandrajyog, Mr. Jai Singh Rawat, Mr. R.S. Bisht, Mr. Akshat Aggarwal, Mr. Shiven Mishra & Ms. Jyoti Sharma, On behalf of BYPL

ORDER

Date of Hearing: 04th December, 2025

Date of Order: 11th December, 2025

Order Pronounced By:- Mr. S. R. Khan, Member (Technical)

1. The brief facts of the grievance are that complainant is using electricity vide C A no. 101472215 installed at premises no. H.No. 124, Welcome, DDA market, Seelampur-III, Delhi-110053. The complainant seeks category change from commercial to domestic and also to withdraw misuse charges levied against her connection. But respondent stated that the complainant has not applied for category change and misuse bill amounting to Rs. 2,27,739.30 is still pending.

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Secretary
CGRF (BYPL)

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2. The respondent in its reply against the complaint of the complainant submitted that there was unauthorised use of electricity at the premise of the complainant bearing no. H-124, Welcome, Seelampur, Delhi-110053. The connection having CA no. 101472215 was sanctioned for domestic purpose but instead it has been used in an unauthorised manner for non-domestic purpose of running a water-cooling plant on the first floor of the premises. Assessment order dated 18.06.2025 under Section 126 of the Electricity Act 2003 was passed against the complainant and bill dated 18.06.2025 issued for a sum of Rs. 2,27,740/- . The complainant thereafter approached Learned Permanent Lok Adalat (PLA) for settlement of subject bill and parties agreed that a payment of Rs. 80,000/- was to be paid by the complainant in two equal monthly instalments by 10.09.2025 to respondent towards full and final settlement of enforcement bill of Rs. 2,27,739/-.

Reply further stated that present complaint is not maintainable under Section 2(i)(x) of the Delhi Electricity Regulatory Commission (Guidelines for establishment of the Forum and Ombudsman for Redressal of Grievances of electricity Consumers) Regulations 2024 clearly lay down that unauthorised use of electricity under section 126 of the electricity Act 2010 is outside the scope of "Grievance" that can be entertained by this Forum.
3. Complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that the misuse booked against his connection is grossly exaggerated. The water cooling plant on ground floor has separate commercial connection and the RO machine kept on the first floor was not in use as it was broken. The complainant further submitted that the settlement done by him in PLA is under duress and compulsion to restore the electricity supply.
4. Arguments of both the parties were heard.

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5. From the narration of facts and material placed before us we find that the present complaint is not maintainable under Section 2(i)(x) of the Delhi Electricity Regulatory Commission (Guidelines for establishment of the Forum and Ombudsman for Redressal of Grievances of electricity Consumers) Regulations 2024 clearly lay down that unauthorised use of electricity under section 126 of the electricity Act 2010 is outside the scope of "Grievance" that can be entertained by this Forum.
6. Forum also finds that the matter is already decided by Hon'ble PLA and as per the settlement in PLA the complainant has not deposited the settled amount and this Forum cannot give any relief to the complainant in the present scenario.

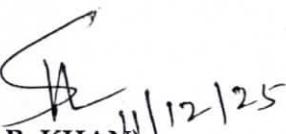
ORDER

The complaint is rejected. The complainant should approach appropriate court/authority for Redressal of his grievance.

OP is further directed to file compliance report within 21 days of the action taken on this order.

If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.


(S.R. KHAN)
MEMBER (TECH.)


(P.K. SINGH)
CHAIRMAN

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CGRF(BYPL)