

C G R F



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. 153976636

Complaint No. 318/2025

In the matter of:

Devender Kumar

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. S.R. Khan, Member (Technical)
4. Mr. H.S. Sohal, Member

Appearance:

1. Dr. Raj Kumar Dhingiya, Mr. Aatif, Counsels for the complainant along with complainant
2. Mr. R.S. Bisht, Ms. Meenakshi Senthil, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 14th October, 2025

Date of Order: 16th October, 2025

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

1. The brief facts of the case giving rise to this grievance are that the complainant is using electricity through CA no. 153976636 installed at his premises no. 1/465-466, Trilok Puri, Delhi-110091. It is also his submission that suddenly OP raised him bills of heavy amount and on enquiry from the division office of OP, he got to know that his load has been enhanced from 1 KW to 2 KW, despite the fact that his consumption is very low and he is getting full subsidy.

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CGRF (BYPL)

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Therefore, he requested the Forum to direct the respondent company for reduction of load and reversal of huge amount bills.

2. The respondent in reply briefly stated that the present complaint is regarding connection bearing CA no. 153976636 installed at premises no. 1/465-466, second floor, Trilok Puri, Delhi-110091. The complainant has raised objections regarding an additional amount of Rs. 1410/- in the electricity bill for the month of August 2025. The said amount is regarding load enhancement which was carried out strictly in accordance with clause 17 (4) of Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations 2017.

Reply further stated that notice dated 30.05.2025 bearing reference no. BYTPL/224/25/MDI/LE-SD/CA no. 53976636 was duly served to the consumer which went unchallenged within the prescribed period. The MDI during the period December 2024 till April 2025 shows the demand of the complainant increased. Therefore in accordance with DERC Regulation 17 (4) the sanctioned load was revised to 2 KW.

It is also mentioned that the additional charges reflected in the July 2025 bill under "other charges" primarily pertain to load enhancement and fixed charges applicable for the revised load.

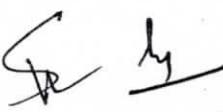
3. The complainant in rejoinder refuted the contentions of the respondent as averred in their reply and reiterated its original complaint.

4. Arguments of both the parties were heard.

5. Before disposal of the present complaint, the relevant Regulation was perused which is narrated below:

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17. Existing connections:-

(4) Review of sanctioned load/contract demand by the Licensee:-

(i) For revision of sanctioned load or contract demand as the case may be, the Licensee shall take the highest of average of Maximum Demand readings recorded as per billing cycle covering any four consecutive calendar months in the preceding financial year i.e. from 1st April to 31st March, rounded off to the lower integer.

6. In view of the above, we find that the MDI of the complainant for the period 31.12.2024, 30.01.2025, 24.02.2025, 29.03.2025 and 29.04.2025 was recorded as 1.98, 1.95, 2.0, 2.08 and 1.86 respectively. On the basis of the said consumption and in accordance with the above stated DERC Regulation 17 (4), the OP has enhanced the electricity load of the complainant from 1 KW to 2 KW resulting into addition of security charges in the electricity bill which in turn increases the bill amount of the complainant. Therefore, the bill raised by the OP is correct and payable by the complainant.

ORDER

The bill raised by OP is correct and payable by the complainant. OP is directed to waive off the entire LPSC amount from the pending bill of the complainant and also if the complainant wants installment same should also be provided to the complainant.

This Order shall be complied within 21 working days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

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The parties are hereby informed that instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the 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.

(H.S.SOHAL)
MEMBER

by
(P.K. AGRAWAL)
MEMBER (LEGAL)

S.R. KHAN
MEMBER (TECH.)

P.K.SINGH
CHAIRMAN

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