



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. 152138905
Complaint No. 26/2025

In the matter of:

Dharmendra RajComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. Mr. Dharmendra Raj, Complainant
2. Mr. Prashant Sharma, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 15th April, 2025

Date of Order: 25th April, 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 applied for name change against CA no. 152138905 vide request no. 8007286297 installed at premises no. 22 & 39, SF, Kh. No. 2/15, 16, 3/19 & 20, Madhav Puram, Milan Garden, Delhi-110093, but respondent rejected the application of the complainant for name change on grounds of pending dues.

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2. The respondent in reply briefly stated that the present complaint has been filed by complainant seeking name change against CA no. 152138905 installed at premises no. 22 & 39, SF, Kh. No. 2/15, 16, 3/19 & 20, Madhav Puram, Milan Garden, Delhi-110093 vide request no. 8007286297.

Reply further added that during the process of name change it was found that the dues are pending upon the electricity connection bearing CA no. 152138905 towards electricity charges and hence the application of the complainant got rejected.

OP also added that it is pertinent to mention here that in the month of May 2024, the load of the above mentioned consumer has also been revised and consequently the load has been enhanced from 4 KW to 9 KW on the basis of MDI in terms of Regulation 17 (4) of DERC (Supply Code and Performance Standards) Regulations 2017. After revision of load an amount of Rs. 22,500/- was accrued as security amount and therefore the same has been debited to account of the registered consumer.

3. In response to the reply the complainant filed rejoinder. The complainant stated that in April 2024 he purchased the property in question and in November 2024 applied for name change of the electricity connection installed in the subject premises. He further added that he approached OP multiple times for name change but OP deliberately delayed the process of name change and instead enhanced the load of the electricity connection. The load enhanced by OP is for the year 2023-24 which was used by erstwhile owner of the property namely Mr. Rohtash and he has nothing to do with the consumption of Mr. Rohtash.

4. Heard arguments of both the parties at length.

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Secretary
CGRF (BYPL)

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5. From the narration of facts and material placed before us we find that the complainant approached this Forum for his grievance regarding name change and during the pendency of the said complaint OP enhanced the load of the connection of the complainant. We also find that the complainant became owner of the subject property in the month of April 2024 and the load enhanced by OP is for the year 2023-24, when the complainant was not the owner/user of the subject premises. OP raised complainant bill of Rs. 22,500/- as security charges for load enhanced from 4 KW to 9 KW and due to pending outstanding amount the name change could not be done by OP.

We also find that the complainant has raised his complaint for name change in the month of November 2024 and OP enhanced the load of the connection in December 2024.

We also find that the consumption on basis of which load has been enhanced by OP is of the previous owner for the year 2023-24. We can give benefit here to the complainant as he became owner of the premises in April 2024. As per DERC Regulations 2017 the load is enhanced on the basis of previous years' highest four consumptions but in this particular case the owner has changed and the present owner cannot be burdened for the doings of the previous owner of the property therefore, OP should revert the enhanced load to its original load of 4KW and also the security amount levied on the complainant of Rs. 22,500/- be also reverted back.

6. In the facts and circumstances aforesaid, we are of the view that although the load enhanced by OP is as per DERC Regulations 2017, but since the complainant became owner of the subject premises in April 2024, he should be burdened with the liability of the previous owner who had used the electricity in the year 2023-24.

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CGRF (BYPL)

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7. Therefore, respondent may be directed to reduce the load enhanced to the complainant and also revert the security amount, fixed charges and LPSC levied, if any should also be reverted and thereafter effect the name change as applied for by the complainant.

ORDER

The complaint is allowed. Respondent is directed to reduce the load enhanced against the connection of the complainant and also revert the security amount, fixed charges and LPSC levied, if any should also be reverted and thereafter effect the name change as applied for by the complainant vide request no. 8007286297 against CA no. 152138905 installed at premises no. 22 & 39, SF, Kh. No. 2/15, 16, 3/19 & 20, Madhav Puram, Milan Garden, Delhi-110093.

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

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.

25/11/25
(S.R. KHAN)
MEMBER (TECH.)

25/11/25
(P.K.SINGH)
CHAIRMAN

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25/11/25
Secretary
CGRF (BYPL)