



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
Phone: 32978140 Fax: 22384886
E-mail:cgrfbyp@hotmai.com
SECY/CHN 015/08NKS

Complaint No. CG-603/2024

GEETA DEVI
Vs
BSES YAMUNA POWER LIMITED (D) YAMUNA VIHAR

ORDER SHEET

Date : 06.11.2025

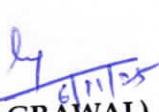
Present:

1. Ms. Geeta Devi, Complainant

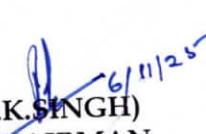
Case called out. Both the parties are present and heard.

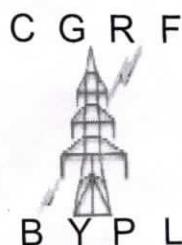
With respect to the orders of the Forum, the complainant has moved an application before the Forum dated 30.10.2025, for correction/change in Final Order regarding providing of subsidy to the complainant as per Delhi Govt. orders, which inadvertently has been mentioned as "change of category" in the final order.

The matter is put up before the Forum. Correction should be made in the final order and revised order should be issued.


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN
6/11/25



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C A No. Applied for
Complaint No. 603/2024

In the matter of:

Geeta DeviComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

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. Ms. Geeta Devi, Complainant present in person
2. Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, on behalf of respondent

ORDER

Date of Hearing: 28th August, 2025

Date of Order: 01st September, 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 category change from commercial to domestic vide request no. 8007079480 against her connection having CA no. 154417237 installed at premises no. Shed no. 115, Ground floor, SDM Court Compound, Seelampur, Delhi-110053. The respondent rejected her application for category change on the grounds of "incorrect category of tariff usage at site."

S. Khan *1 of 4*

Complaint No. 603/2024

2. The respondent in reply briefly stated that the complainant in present case is an advocate by profession. She got an electricity connection installed at her chamber having address Shed no. 115, Ground floor, SDM Court Compound, Seelampur, Delhi-110053 bearing CA no. 154417237 on 01.05.2024. She filed this complaint seeking change of tariff from non-domestic to domestic. Her application for category change is declined due to incorrect category of tariff usage at site. Reply further submitted that as per tariff order issued by DERC Lawyers chambers in court complexes fall under non-domestic (LT) NDLT category. Accordingly, respondent sanctioned and installed electricity connection bearing CA no. 154417237 correctly on non-domestic category/NDLT.
3. Counsel for the complainant filed rejoinder refuting therein the contentions of the respondent as averred in their reply and submitted that she is seeking change of tariff from non-domestic to domestic of the above said connection, because some domestic connections have already been installed in other chambers/sheds of the advocates and the complainant also has right to get converted her non-domestic connection into domestic connection.
4. OP was directed to conduct site visit to ascertain the category of connections given to other electricity connections in the SDM court complex. By the way of site visit report, OP submitted that the connections in which tariff is showing Dom 2 as per record (K.No. files) all the connections were initially sanctioned for non-domestic purpose. As it came into knowledge of licensee that there is difference between applied and actual tariff, licensee will take corrective action accordingly.

S. S. V. L.

Complaint No. 603/2024

5. The complainant was directed to amend her complaint in accordance with order of Government of NCT of Delhi no. F.11/90/2017/Power/3687 dated 21.12.2017. The stated order says that "Lt. Governor of the National Capital Territory of Delhi is pleased to extend the provisions of electricity subsidy to the individual lawyers having their chambers inside all the court complexes in NCT of Delhi through a Special Subsidy Scheme. Through this Special Subsidy Scheme the lawyers chambers will be subsidized from their existing Non-domestic tariff category to that of Domestic tariff category for FY 2017-18 (w.e.f. 01.10.2017 to 3.03.2018)."
6. The complainant filed the amended complaint. OP submitted that as per above stated orders of the Government of NCT of Delhi dated 21.12.2017.
7. Since the complainant filed the amended complaint and OP agreed to change the tariff category of the connection of the complainant.
8. Therefore, OP should change the tariff category of the complainant as applied for by her.

ORDER

Grant the subsidy as per govt order

The complaint is allowed. OP is directed to change the tariff category of the complainant as applied for vide request no. 8007079480 against CA no. 154417237 installed at shed no. 115, Ground floor, SDM court compound, Seelampur, Delhi-110053.

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Complaint No. 603/2024

OP is 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.


(H.S. SOHAL)
MEMBER


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN