



# 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. Applied For Complaint No. 536/2024

### In the matter of:

Kamla Devi .....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 (Tech.)
4. Mr. H.S. Sohal, Member

### Appearance:

1. Mr. Anil Kumar Bansal, On behalf of the complainant
2. Mr. Prashant Sharma, Mr. R.S Bisht, Ms. Chhavi Rani & Akshat Aggarwal on behalf of respondent.

### ORDER

Date of Hearing: 10<sup>th</sup>December, 2024

Date of Order: 19<sup>th</sup> December, 2024

### Order Pronounced By:- Mr. P.K. Singh, Chairman

1. The complaint has been filed by Ms. Kamla Devi against BYPL-G.T. ROAD.
2. The brief facts of the case giving rise to this grievance are that Ms. Kamla Devi applied for correction of her electricity bill having CA no. 101332779 installed at her premises no. 1/5509, Gali No-17, Balbir Nagar

Attested True Copy Extn. Shahdara, Delhi -110032.

Secretary  
CGRF (BYPL)

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Complainant further stated that when he received this huge amount bill he visited the BSES office but official said that bill has been revised as per lab report as her meter was burnt and whatever reading was lodged in to system was correct. To this the complainant stated that at the time of meter checking, meter reading accuracy was not ok and MDI was also not shown. Complainant has also attached previous bills, lab report and old complaint copy. Therefore, she requested the forum to direct the respondent to correct her electricity bill and not to disconnect electricity supply till the disposal of complaint.

3. OP in its reply briefly stated that the complainant is registered user of electricity connection bearing CA no. 101332779 having sanctioned load of 3 KW installed at 1/5509, Govind Marg, Shivaji Park Extension, Shahdara, Delhi-110032.

Reply further added that the present complaint is against the electricity bill dated 10.08.2024 issued for an amount of Rs. 13,400/-. The said bill is for the period 07.07.2024 to 07.08.2024 and on the basis of downloaded reading recorded as 1386 units. Thereafter, the bill of the complainant got burnt on 11.08.2024 and OP changed the burnt meter with new meter and removed burnt meter was sent to lab on 20.08.2024 for testing.

As per lab report, meter found burnt with MRI reading RNV (reading not available). Therefore, the bill for the period 07.07.2024 to 07.08.2024 is on the basis of downloaded readings and is correct and payable by the complainant.

4. In response to the reply the complainant filed rejoinder. The complainant has prayed for correction of the electricity bill against the meter installed at plot no. 1/5509, Gali No-17, Balbir Nagar Extn. Shahadra, Delhi - 110032.

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Complainant further submitted that the bill in question for the period 07.07.2024 to 07.08.2024 is not showing any recorded MDI in the bill, which means the meter was malfunctioning at the time of reading recorded by the officials of the OP, thereafter the said meter got burnt on 11.08.2024 i.e. only after 4 days from the date of reading by OP.

Rejoinder further states that OP should compare the previous consumption of the complainant, which is self evident that they have never consumed this much unit consumption ever before. It is only the malfunctioning of the meter which tends to abnormal reading resulting in high amount bill.

5. Heard both the parties and perused the record.
6. From the narration of facts and material placed before us we find that the complainant's grievance is regarding irregular bill in the bill month of August 2024. In this regard the complainant submitted that the bill raised by OP is abnormal and needs correction. Whereas OP submitted that the bill is raised as per actual downloaded readings and is correct and payable by the complainant. OP claims that the high amount bill is due to higher consumption recorded during the said month. While pursuing the case we find that the bill which OP is claiming to be correct and as per downloaded readings does not show any MDI, the bill of OP itself shows that the meter had recorded abnormal readings and thereafter the bill raised to the complainant is arbitrarily high.
7. DERC Supply Code 2017, in its Regulation 40 has mentioned the billing in case of burnt meter. The relevant portion of the said Regulation is mentioned here:

Three handwritten signatures are present, appearing to be initials or names.

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CGRF (BYPL)

**40. Billing in case of burnt meter:-**

(1) The electricity charges for the period for which meter was not read, shall be billed on the basis of actual average consumption recorded during the corresponding period in the preceding year, excluding the provisional billing:

Provided that if actual consumption recorded during the corresponding period in the preceding year is either not available or partially available, the actual average consumption of past 6 (six) billing cycles immediately preceding the date of meter being detected or reported defective, excluding the provisional billing, shall be used for billing purpose:

Provided further that if the actual average consumption of past 6 (six) months is either not available or partially available, the average consumption for the next 3 (three) billing cycles excluding provisional billing after the installation of new meter shall be used for billing purpose.

8. In view of the above, we are of considered opinion that since the meter of the complainant got burnt, and the bill for the month of August 2024 recorded abnormal reading therefore the August 2024 month bill i.e. from 07.07.2024 till 07.08.2024 should be revised in accordance with above stated Regulation.

**ORDER**

The complaint is allowed. OP is directed to revise the bill of the complainant in accordance with Regulation 40 of DERC Supply Code 2017. The revised bill should be provided to the complainant within 10 days from the date of this order. No LPSC should be levied in the revised bill.

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.

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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

  
(P.K. SINGH)  
CHAIRMAN