

C A No. 150482452
Complaint No. 398/2025

In the matter of:

KrishnaComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P. K. Agrawal, Member (Legal)
2. Mr. S. R. Khan, Member (Technical)

Appearance:

1. Mr. Mohan Singh, Complainant
2. Mr. R. S. Bisht, Mr. Arun Kumar, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 16th April, 2026

Date of Order: 20th April, 2026

Order Pronounced By: - Mr. P.K. Agrawal, Member (Legal)

1. The brief facts of the grievance are the complainant applied for change of faulty meter vide C A no. 150482452 installed at premises no. 115, Tanchua Mohalla, Chilla Village, Mayur Vihar Phase-I, Near Shiv Mandir, Delhi-110091. The complainant further submitted that OP has installed IGMS meter against his electricity connection. The said meter is giving unreasonable readings and OP has raised inflated bills accordingly. Therefore, he requested for change of IGMS meter to electronic meter and quashing of inflated bills.

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CGRF (BYPL)

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is receiving inflated bills due to a faulty double meter system. OP submitted that the grievance pertains solely to metering and billing both of which have been conducted strictly in accordance with the applicable DERC Regulations, CEA Standards, and approved BSES metering protocols.

Reply further submitted that the complainant's premises falls in village Chilla, which is a theft-prone area under the Mayur vihar Division, Due to high incidents of energy theft, the respondent introduced Integrated Group Metering System (IGMS) in this locality to get its loss-reduction and for network modernization initiative.

The IGMS ensures accurate, transparent and tamper-proof monitoring of energy consumption through calibrated and BIS-approved electronic meters duly tested and sealed by authorised personnel as per CEA and DERC standards.

The consumption particulars of the complainant are as follows:


Name	CA No.	Reading Type	Remarks	Current Bill
Robin Singh	150482452	Downloaded reading	Consumption normal	2790.00

The consumption pattern has been verified for the past 12-month consumption data, it is found to be consistent and within normal variation range. There is no abnormal or inflated usage reflected in any of the months. It is also submitted that most readings are system-downloaded through the central server.

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3. The complainant in its rejoinder refuted the contents stated in the reply of respondent. The complainant also submitted that in IGMS technology the respondent can take readings through wifi instrument and with qualified staff so that actual data can reflect in central server of reading and load etc. However, the respondent is taking readings manually from the pole by clicking photographs which cannot be rely upon, the accuracy of the data. Also the central server of the respondent is not working property since the IGMS meters were installed. The data relied upon by OP for generating bills is wrong and frivolous.
4. Arguments of both the parties were heard.
5. From the narration of facts and material placed before us we find that the core issue for consideration is to change the IGMS meter to electronic meter and quashing of the arbitrarily high electricity bill.


During the course of arguments, OP stated that they are ready to change the IGMS meter to electronic meter before that the complainant has to clear the outstanding dues. The OP also agreed to waive off entire LPSC amount from the pending dues and balance payment in four equal monthly instalments along with current electricity dues. The complainant agreed to the same.

In view of the above, we are of considered opinion that the complainant agreed to the terms of OP and OP will also change the IGMS meter to electronic meter.

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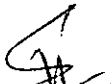
ORDER

The complaint is allowed. OP is directed to revise the bill of the complainant by waiving off entire LPSC amount and allowing complainant to pay the balance amount and after payment of first instalment by the complainant the OP should change the meter of the complainant from IGMS to electronic meter.

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) 1/26
MEMBER (TECH.)


(P.K. AGRAWAL) 20/4/21
MEMBER (LEGAL)

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