



# 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

## C A No. Applied for Complaint No. 409/2023

### In the matter of:

Mohd Arif & Heena Begum .....Complainant

### VERSUS

BSES Yamuna Power Limited .....Respondent

### Quorum:

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

### Appearance:

1. Mr. Imran Siddiqui, Counsel of the complainant
2. Ms. Ritu Gupta, Ms. Renu Bala, Ms. Shweta Chaudhary & Ms. Chhavi Rani, On behalf of BYPL

### ORDER

Date of Hearing: 16<sup>th</sup> January, 2024

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

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

1. This complaint has been filed by Ms. Heena Begum against BYPL-LNR. The brief facts of the case giving rise to this grievance are that Ms. Heena Begum applied for bill revision against CA no. 100957684 installed at D-380, Laxmi Nagar, Delhi-110092. It is also her case that OP increased load of her connection. She never used more than 1 KW load but OP has raised her high value bill. She requested for revision of bill as per her actual load.

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Secretary  
CGRF (BYPL)

Complaint No. 409/2023

2. OP in its reply briefly stated that the complainant is seeking bill revision in respect of the electricity connection bearing CA no. 1009576684 sanctioned for non-domestic purpose for load of 2 KVA. OP further stated that the complainant claimed that during the period of May 2022 to September 2022 the existing meter recorded the wrong MDI as a consequence whereof there was an increase in fixed charges. Reply also added that the subject electricity connection during the period of May to September 2022 recorded MDI as 0.88 KW, 14.12 KW, 10.47 KW and 14.95 KW. Accordingly, in terms of Regulation 17(4) notice dated 19.05.2023 was issued ~~to~~ along with bill dated 19.05.2023 whereby consumer was duly intimated about enhancement of sanctioned load leading to revision of security deposit in terms of Regulation 17(4). In terms of said Regulation on the basis of MDI recorded for the four consecutive months in the preceding financial year, sanctioned load is revised. In the present case, on the basis of MDI recorded from June to September 2022 sanctioned load was enhanced to 10 KVA.
3. Counsel of the complainant filed his rejoinder, refuting the contentions of the respondent as averred in their reply and stated that her connection is single phase and the meter and cable installed for the connection cannot hold peak load of 10 to 14 KW.
4. On the final hearing dated 16.01.2024, the counsel of the complainant agreed to make payment of the bill, provided if the complainant is allowed waiver off LPSC and instalments.

*S. S. Deekshithulu* *SK* *by [Signature]*  
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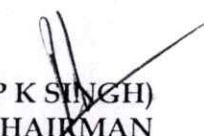
*[Signature]*  
Secretary  
CGRF (BYPL)

Complaint No. 409/2023

5. The prayer of the counsel of the complainant is accepted and OP is directed to waive off entire LPSC amount from the bill of the complainant and also allow the complainant to make balance payment in three equal monthly instalments along with current dues.

The case is disposed off as above.

No order as to the cost. Both the parties should be informed accordingly.

  
(P K SINGH)  
CHAIRMAN

  
(S.R. KHAN)  
MEMBER-TECH

  
(P.K. AGRAWAL)  
MEMBER-LEGAL

  
(NISHAT AHMAD ALVI)  
MEMBER-CRM

  
(H.S. SOHAL)  
MEMBER

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Secretary  
CGRF (BYPL)