



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-110003
Phone: 32978140 Fax: 22384888
E-mail:cgrfbyp@hotmai.com
SECY/CHN 015/08N

C A No. 10335696
Complaint No. 294/2025

In the matter of:

Naseem AhmedComplainant

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)

Appearance:

1. Mr. Nabeel Ahmed, Counsel for the complainant
2. Mr. R.S. Bisht, Mr. Pawan Verma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 22nd January, 2026

Date of Order: 27th January, 2026

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

1. The complainant's grievance is that the complainant applied for revision of electricity bill against CA no. 100335696 installed at premises no. 4219/20, Gali Shahtara, Ajmeri Gate, Delhi-110006. The complainant further submitted that in the year 2020, respondent booked the meter of the complainant for misuse of electricity and raised him a hefty bill amount. The said bill was settled by the complainant in Permanent Lok Adalat on 11.09.2021 and paid an amount of Rs. 26,000/- as final settlement.

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Secretary
CGRF (BYPL)

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It is also his case that despite his repeated requests the domestic connection which was changed to non-domestic at the time of misuse booking has not been reverted back till date. The complainant vide request no. 805563402 dated 17.03.2022 requested for category change but no response from OP received. Thereafter, the complainant sent legal notice on 18.04.2024 and 14.07.025, but received no response from OP. Therefore, the complainant requested the Forum to direct the respondent for not to disconnect the electricity supply of the complainant and also revised the bill of the complainant from the date when misuse charges were paid by the complainant i.e. from 17.03.2022.

2. OP in its reply against the complaint of the complainant stated that by way of present complaint the complainant has requested for quashing or withdrawing the dues transferred to live connection of the complainant vide CA no. 100335696 installed at property no. 4219/20, Gali Fazal Hussain, Ajmeri Gate, Delhi-110006. Reply further submitted as per record a site inspection was carried out at the premises of the complainant on 06.05.2025 for the purpose of recovering of outstanding dues. During the visit, it was observed that the electricity supply from the aforementioned active connection registered in the name of Mr. Naseem ahmed was being utilized by Mr. Nabeel Ahmed, who is the son of the complainant.

It is also submitted that a notice dated 12.05.2025 was duly issued to the complainant, Mr. Naseem Ahmed, informing him about the transfer of outstanding dues amounting to Rs. 1,59,772/- in respect of CA no. 152548393. Reply further submitted that complainant has alleged that he had submitted multiple applications and complaints to the respondent which were allegedly not acted upon. The complainant only submitted an application bearing order no. 8005563402 dated 17.03.2022 seeking change of category from NX to DX.

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The said application was rejected by OP on 17.02.2023 on grounds of outstanding dues were found to be pending at the same site and application was accompanied by incomplete documentation – clear and complete papers were required for processing.

3. The complainant did not file rejoinder.
4. Arguments of both the parties were heard.
5. From the narration of facts and material placed before us, we find that misuse was charged against connection having CA no. 100335696 in the year 2020. The complainant made the payment of the misuse bill and requested OP to change category from commercial to domestic on 17.03.2022, but OP failed to take any action against the application of the complainant for category change from commercial to domestic.
6. In view of the above findings OP was directed to file calculations of the revised bill from the date when the complainant applied for category change from commercial to domestic on 17.03.2022.
7. The OP filed the calculations and the bill amounting to Rs. 1, 86,000 has now been reduced to Rs. 87,427.65/- . The complainant agreed to this revised bill and requested for installments of the revised bill amount.

ORDER

The request of the complainant has been granted and OP is directed that complainant should be allowed to make payment of the revised electricity bill in three equal monthly installments alongwith current energy dues. The complainant also requested for installation of new electricity meter in name of Nabeel Ahmed.

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CCPSE/PL

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OP is directed to release the new electricity connection to the complainant after his application for new connection and completion of all other commercial formalities as per DERC Regulations 2017.

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.

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27/11/26
(P.K. AGRAWAL)

27/11/26
(S.R. KHAN)
MEMBER (TECH.)

27/11/26
(P.K. SINGH)
CHAIRMAN

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CGRF (BYPL)