

**CA No. Applied for**  
**Complaint No. 419/2025**

**In the matter of:**

Poonam .....Complainant

**VERSUS**

BSES Yamuna Power Limited .....Respondent

**Quorum:**

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

**Appearance:**

1. Mr. S. Prasad, Counsel for the complainant
2. Mr. Harshit Bhasin, Mr. R.S. Bisht, Mr. Jaswant, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

**ORDER**

Date of Hearing: 05<sup>th</sup> May, 2026  
Date of Order: 11<sup>th</sup> May, 2026

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

1. The present complaint is regarding restoration of electricity supply against connection having CA no. 15326966 installed at premises no. A-520, 4<sup>th</sup> floor, Giri Marg, Mandawali, Delhi-110092.

The brief summary of the case given by the complainant is as follows:

That in the year 2019, on the basis of fake documents, one Mohd Mehmood, got the electricity connection transferred in his name vide CA no. 152982523

Attested True Copy on 21.11.2019.

Secretary  
CGRF (BYPL)

1 of 6

**Complaint No. 419/2025**

The complainant approached the Forum in the year 2020 and lodged a complaint vide C.G. No. 62/2020. The Forum vide their order dated 11.01.2021 directed OP as under:

1. The name change done by the respondent in December 2019 should be reverted back in the name of complainant i.e. Ms. Poonam.
2. The complainant is directed to pay the electricity bill from November 2019 till date amounting to Rs. 56960/- which includes LPSC amount of Rs. 2829/-. The complainant is entitled to pay this amount because she consumed the electricity during the name change period.
3. Respondent is directed to waive off LPSC amount.

Against the order of the Forum the complainant approached the Hon'ble Ombudsman regarding amendment in the language of CGRF orders.

Hon'ble Ombudsman vide their letter dated 18.02.2021, advised complainant to approach the CGRF-BYPL and seek review.

Thereafter, the complainant approached the CGRF-BYPL for modification in the orders passed on 11.01.2021, which is reproduced below:

"The complainant submitted his rejoinder refuting therein the contentions of the respondent as averred in their reply and stated that complainant is residing and in possession of said property since her marriage and the property is her ancestral property. "

The complainant wants removal of word "ancestral property" as the complainant wrongly stated the same before the Forum.

The Forum against the review application of the complainant opined that review application of the complainant has no substance and same is rejected. The Forum confirms its previous order dated 11.01.2021.

Attested True Copy

Secretary  
CGRF (BYPL)

SA

2 of 6

Complaint No. 419/2025


The complainant further submitted that the respondent neither reverted the name change nor removed LPSC from the bill. Therefore, he requested the forum to direct respondent for waiver of LPSC and separate electricity bill.



2. The respondent in its reply against the complaint of the complainant submitted that the connection with CA no. 152173315 (NDLT 3KVA) was originally installed on May 27, 2017 in the name of Poonam (the complainant). Subsequently, upon application for name change filed by Mohd. Mehmood on 21.11.2019, the name was changed in the name of Mohd Mehmood vide CA no. 152982523 based on documents and ID proof provided by the applicant and in due compliance of law. Thereafter, the complainant applied for name change before the Forum and pursuant to the Forum's order dated 25.03.2021, the above stated name change was reversed in complainant's name vide Ca no. 153269666 in March 2021.

Reply further submitted that on 29.09.2021 a payment of Rs. 78,130/- was received via cheque bearing no. 017223, which was returned on 01.0.2021, due to the reason "account blocked". Consequently, due to non-payment of dues amounting to Rs. 90,057.65/- the connection bearing C A no. 153269666 was disconnected on 16.12.2021.

Further a partial payment of Rs. 3,162/- was made on 03.03.2023, leaving outstanding dues of Rs. 86,895.65/-.The CA no. 153269666 was disconnected on 16.12.2021 on account of non-payment of dues of Rs. 90,057.65/-.

During site inspection in July 2023, it was revealed that another domestic connection bearing CA no. 152171259 (Dom-I) found installed at the 4<sup>th</sup> floor of the premises in complainant's name. Accordingly, in due compliance of law the outstanding dues of Rs. 86,895.65/- pursuant to CA no. 153269666 (NDLT) were transferred to active domestic connection bearing C A no. 152171259 (DOM-I).

Attested True Copy  
  
Secretary  
CGRF (BYPL)

  3 of 6

Complaint No. 419/2025

On 09.01.2025, complainant made a payment of Rs. 10,670/- and on 15.03.2025 a payment of Rs. 46,000/-. Till June 2025 an amount of Rs. 41,530/- stands unpaid.

3. The complainant in its rejoinder refuted the contents stated in the reply of O.P. and reiterated her original complaint. The complainant further submitted after the orders of the Forum the complainant approached Hon'ble Ombudsman and paid  $\frac{1}{3}$  of the bill amount of Rs. 60080/- amounting to Rs. 20000/-. The complainant further submitted that on the assurance of Business Manager of the Laxmi Nagar Division, she made payment of Rs. 20,000/- on 01.03.2024, Rs. 10,670/- on 09.01.2025 and 13.03.2025 of Rs. 46,000/-. In total the complainant had made payment of Rs. 76,670/- but till date OP has not restored the electricity supply of the complainant.



4. Arguments of both the parties were heard.

5. From the narration of facts and material placed before us, we find that the complainant had earlier approached this Forum vide Complaint No. 62/2020 wherein the Forum vide order dated 11.01.2021 had categorically directed the respondent to revert the electricity connection in the name of the complainant and to waive the LPSC amount. It is an admitted position that thereafter the connection was restored in the complainant's name vide CA No. 153269666 in March, 2021.

It is further observed that the respondent has alleged non-payment of outstanding dues and disconnection of supply on 16.12.2021. However, from the records placed before the Forum, it is evident that substantial payments have been made by the complainant from time to time, apart from earlier payments, on the assurance of officials of the respondent company regarding restoration of electricity supply.

Attested True Copy

  
Secretary  
CGRF (BYPL)

  4 of 6

Complaint No. 419/2025

The Forum further observes that in the earlier order dated 11.01.2021, the respondent was specifically directed to waive the LPSC amount. However, the respondent has failed to place on record any material to show complete compliance of the said directions. The continued levy/adjustment of delayed payment surcharge contrary to the earlier order of the Forum cannot be sustained.

The Forum also notes that electricity is an essential service and prolonged disconnection despite substantial payments made by the complainant causes undue hardship. At the same time, the complainant is liable to clear legitimate energy consumption charges in accordance with law.



In view of the above facts and circumstances, the Forum is of the considered opinion that the ends of justice would be met if the respondent is directed to revise the account of the complainant strictly in terms of the earlier order dated 11.01.2021 and grant appropriate relief accordingly.

Accordingly, the complaint is disposed of with the following directions:

1. The respondent is directed to revise the electricity account pertaining to CA No. 153269666 after giving effect to the earlier order dated 11.01.2021 passed by this Forum, particularly with regard to waiver/removal of LPSC charges.
2. The respondent shall prepare and issue a revised and updated bill to the complainant after adjustment of all payments already made by the complainant.
3. In case any amount still remains payable after such revision and adjustment, the complainant shall clear the same within 15 days from the date of issuance of revised bill.

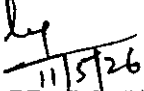
Attested True Copy

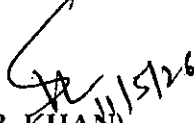
  
Secretary  
CGRF (BYPL)

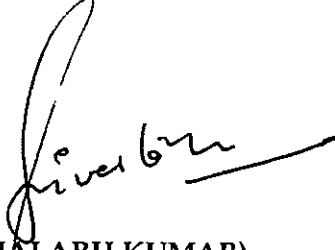
  5 of 6

Complaint No. 419/2025


4. Upon payment of the revised outstanding amount, if any, the respondent shall restore the electricity supply of the complainant within 48 hours, subject to fulfillment of other commercial formalities, if any.
5. The respondent shall not charge any penal interest/LPSC contrary to the earlier orders of this Forum.
6. The respondent is further directed to ensure that future bills are raised separately and correctly in the name of the complainant in accordance with applicable rules and records.
7. OP is further directed to file compliance report within 21 days of the action taken on this order.
8. If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.
9. Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.

  
11/5/26  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

  
11/5/26  
(S.R. KHAN)  
MEMBER (TECH.)

  
(SHALABH KUMAR)  
CHAIRMAN

6 of 6

Attested True Copy  
  
Secretary  
CGRF (BYPL)