

C A No. 100060697
Complaint No. 174/2026

In the matter of:

Preeti Jain 'Complainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. Mr. Tarun Jain, The complainant
2. Mr. R.S. Bisht, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 24th September, 2026
Date of Order: 29th September, 2026

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

1. The brief facts of the grievance are that the complainant has applied for reduction of enhanced Load against CANo. 100060697 installed at her premises no. I-8, Kh. No. 23, Radha Vihar, Mandoli, Near Shivani Dharam Kanta, Delhi-110093, but the application was rejected by OP on grounds of "Load revision has been carried out in accordance with Regulation 17 (4) of the DERC Regulation 2017, based on the prescribed MDI criteria and the reference period for load revision has been considered as the average of any four highest consecutive MDI".

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2. The respondent in its reply against the complaint of the complainant submitted that the present complaint pertains to a Non-Domestic electricity connection bearing CA No. 100060697, standing in the name of Smt. Preeti Jain, installed at I-8, Kh. No. 23, Radha Vihar, Mandoli, Near Shivani Dharam Kanta, Delhi-110093.

It is further submitted that the complainant is seeking reversal of the revision of sanctioned load from 12KVA to 17KVA. That the revision was carried out strictly in accordance with the statutory mechanism prescribed under Regulation 17(4) of the DERC (Supply Code and Performance Standards) Regulations, 2017, on the basis of Maximum Demand readings recorded against the subject electricity connection during the relevant billing cycles. That the complainant presumed that the sanctioned load can be reviewed or determined merely on the basis of the average or aggregate electricity consumption during a particular month. Regulation 17(4) specifically provides for review of sanctioned load demand on the basis of highest of the average of Maximum Demand readings recorded as per billing cycles covering any four consecutive calendar months in the preceding financial year. The following Maximum Demand Readings recoded against the subject connection during the relevant four consecutive billing cycles of FY 2025-26 were considered:-

S. NO.	MAXIMUM DEMAND (kW/kVA)	BILLING PERIOD
1.	14.88	09.08.2025 to 09.09.2025
2.	19.46	10.09.2025 to 10.10.2025
3.	18.32	11.10.2025 to 11.11.2025
4.	15.80	12.11.2025 to 09.12.2025

The average of the aforesaid Maximum Demand readings is calculated as follows:- $14.88 + 19.46 + 18.32 + 15.88 = 68.46 / 4 = 17.115$.

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The computation resulted in a revised sanctioned load of 17KVA, as against the existing sanctioned load of 12KVA. It is further stated that the notice dated 13.05.2026 specifically informed the Complainant that the sanctioned load/ contract demand was liable to be revised from 12KVA to 17KVA with effect from 01.07.2026. The complainant was further informed that an additional security deposit of Rs. 22,500/- would be required consequent upon the revision of load and that the same would be debited in the electricity bill for the month of July 2026.

3. The complainant in its rejoinder stated that for the past six months, his used load was only 7-8 KVA and his sanctioned load was 12 KVA. That at present usable load is only 7 KVA and it is requested to reverse the sanctioned load back to 12 KVA and revise the bill. It is further submitted that when MDI increases, it is charged according to the increased MDI. When the MDI increased to 17 KVA then the charges were taken according to the increased MDI but when MDI decreased, same increased charges were taken.
4. Arguments of Both the parties heard.
5. From the narration of facts and materials placed before us we find that the complainant has applied for reduction of enhanced load against CA No. 100060697 installed at her premises no. 1-8, Kh. No. 23, Radha Vihar, Mandoli, Near Shivani Dharam Kanta, Delhi-110093 which was rejected by O.P on the grounds of that the load was enhanced in accordance with the statutory mechanism prescribed under Regulation 17(4) of the DERC (Supply Code and Performance Standards) Regulations, 2017, on the basis of Maximum Demand readings recorded against the subject electricity connection during the relevant billing cycles.

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6. Before disposal of the present complaint, the regulation relevant in the present case is reproduced here below:-

Regulation 17(4)(i)& (vii) provides that:-

- (i) For revision of sanctioned load or contract demand as the case may be, the Licensee shall take the highest of average of Maximum Demand readings recorded as per billing cycle covering any four consecutive calendar months in the preceding financial year i.e. from 1 st April to 31st March, rounded off to the lower integer.
 - (vii) If the load is enhanced by the Licensee pursuant to subclause (ii), the request for any load reduction shall be entertained only after expiry of 6 (six) months from the date of enhancement of load.
7. In view of the facts and circumstances discussed hereinabove, this Forum finds that the revision of the sanctioned load by the respondent has been carried out in accordance with the applicable provisions of the DERC Regulations, 2017. Accordingly, no infirmity is found in the action of the respondent in revising the sanctioned load in terms of the said Regulations. It is, however, clarified that in the event of a subsequent reduction in the electricity consumption of the premises, the complainant shall be at liberty to approach the respondent for reduction of the sanctioned load, subject to fulfilment of the conditions prescribed under the applicable Regulations. Such request may be made upon expiry of six months from the date of enhancement of the sanctioned load, in accordance with the provisions of the DERC Regulations, 2017.

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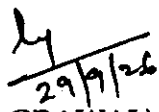
ORDER

The complaint is dismissed. OP has rightly rejected the application of the complainant for Load reduction.

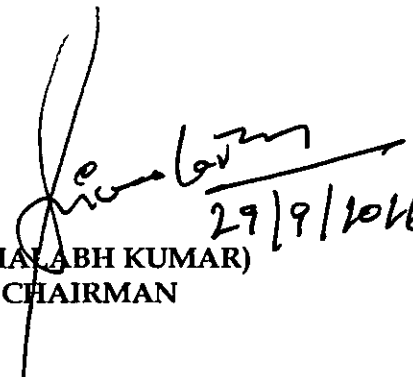
The parties are hereby informed that the instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

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.

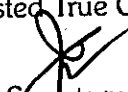

(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(SHALABH KUMAR)
CHAIRMAN

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