



Consumer Grievance Redressal Forum  
FOR BSES YAMUNA POWER LIMITED  
(Constituted under section 42 (5) of Indian Electricity Act. 200  
Sub-Station Building BSES (YPL) Regd. Office Karkardoom,  
Shahdara, Delhi-11003  
Phone: 32978140 Fax: 2238488  
E-mail: cgrfbypl@hotmail.com  
SECY/CHN 015/08NI

CA No. 100563264  
Complaint No. 68/2026

In the matter of:

Rajat Bhagat

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

1. Mr. Rajat Bhagat, the complainant
2. Ms. Akanksha Tanvi, Mr. R.S. Bisht, Mr. Puneet, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 30<sup>th</sup> April, 2026  
Date of Order: 05<sup>th</sup> May, 2026

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

1. The brief facts of the grievance are that the complainant applied for restoration of electricity supply against CA No.100563264 installed at premises no. 29/124, 3<sup>rd</sup> Floor, West Patel Nagar, Delhi-110008. It is also his case that OP rejected his application for bill correction on the grounds of "Bill has been raised correctly in accordance with the applicable DERC norms".

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking immediate restoration of electricity supply and revision of electricity bill bearing CA No.100563264 in order for removal of dues of amounting to Rs. 15,070/- from BYPL at premises no. 29/124, 3<sup>rd</sup> Floor, West Patel Nagar, Delhi-110008.

Reply further submitted that the meter at the premises was found to be burnt/damaged, after replacement of said meter, revised bill has been issued in compliance of Regulation 40(1) of the DERC Regulations, 2017.

That on 25.09.2025, there was a fire in the building in which the complainant allegedly resides and consequently the electricity meter were burnt/destroyed. Accordingly, the meter was sent for testing to the concerned lab, wherein it was found that the meter body was burnt and meter data could not be downloaded. Accordingly, on 03.10.2025, Complainant's old meter was changed by the respondent. The respondent raised system generated assessment bill amounting to Rs. 14,980/- to the complainant in terms of Regulation 40 of the Supply Code, which comprised assessed units of 1687 for the period of 26.08.2025 to 02.10.2025 on the basis of actual average consumption recorded during the corresponding period in the preceding year. However, since the complainant failed to pay such dues even after notice being issued by the Respondent, the electricity connection of the Complainant was disconnected in terms of Section 56(1) of the Electricity Act, 2003.

It is further stated that the connection having CA no. 100563264 is in the name of Mr. Inderjeet Singh, who as per the complainant is the previous owner of the premises and currently the legal owner and occupant of the premises is Smt. Vinod Bala Bhagat, and the complainant is son of Smt. Vinod Bala Bhagat. However, no ownership proof in this regard has been provided by the complainant.

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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 the primary issue for determination is whether the assessment bill raised by the respondent is arbitrary or in violation of applicable regulations.

It is an admitted position that the meter was burnt/damaged due to a fire incident and the consumption data could not be retrieved. In such circumstances, Regulation 40 of the DERC Supply Code permits the distribution licensee to raise an assessment bill based on past consumption patterns.

The respondent has demonstrated that the impugned bill has been raised on the basis of average consumption of the corresponding period of the previous year, which is in consonance with the applicable regulatory framework. No material has been placed on record by the complainant to show that the said assessment is excessive, arbitrary, or contrary to regulations.

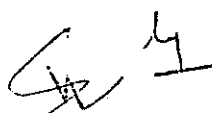
Further, the complainant has failed to discharge the burden of proving that he is the registered consumer or has any legal entitlement in respect of the electricity connection, as no ownership or authorization documents have been furnished.

Insofar as the disconnection of electricity supply is concerned, it is observed that the same has been carried out due to non-payment of dues, in terms of Section 56(1) of the Electricity Act, 2003. The complainant has not disputed the non-payment of the assessed amount.

In the absence of any rebuttal evidence or rejoinder from the complainant, the submissions of the respondent remain uncontroverted.

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6. In view of the foregoing facts and circumstances, this Forum finds no illegality or infirmity in the action of the respondent in raising the impugned bill or in disconnecting the electricity supply.

ORDER

Accordingly, the complaint is **dismissed**, being devoid of merit. No relief is granted to the complainant. However, OP is directed restore of electricity supply after payment of 50% of the total outstanding bill and waiving off entire LPSC amount from the electricity bill and if required by the complainant also allow the complainant to pay the balance in two equal monthly instalments alongwith current electricity charges.

If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

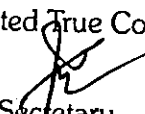
Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.

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

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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