

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: cgrfbypl@hotmail.com
SECY/CHIN/DE/BS/NS/CS

C A No. Applied For
Complaint No. 527/2024

In the matter of:

Rajender Arora

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

1. Mr. I U H Siddiqi, Counsel for the complainant along with complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Mr. Sanjeev Valecha, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 22nd July, 2025

Date of Order: 30th July, 2025

Order Pronounced By:- Mr. S.R. Khan, Member (Technical)

1. The complainant's grievance is that he applied for load reduction of C A no. 100013495 from 45 KW to 21 KW installed at premises no. 8197, Multani Dhanda, Paharganj, Delhi-110055. The request of the complainant for load reduction was rejected by OP by citing the reasons that there are pending dues of certain connected meters and before load reduction the complainant has to clear the pending dues of CA no. 100436558, 100436558, 100445050, 100377357 and 100452247.

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Sr. Asstt. Personnel Officer
Secretary
CGRF (BYPL)

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The complainant further stated that these connections are fake connections and have no relation with the consumer. Therefore, these dues are not payable by the complainant. Hence, he requested the Forum for waiver off the said dues and load reduction from 45 KW to 21 KW.

2. In response to complaint of the complainant, OP in its reply submitted that that the complainant is seeking multiple reliefs but primarily reduction of load from 45 KW to 21 KW on CA no. 100013495 installed at premises no. 8197, Multani Dhanda, Paharganj, Delhi-110055.

Reply further submitted that by the way of present complaint the complainant is alleging certain anomalies in the billing of C A No. 100436558, 100445050, 100377357 and 100452247 on mere presumption without there being any iota of truth in the allegations qua the wrong bill of the aforesaid CA nos. as alleged in the present complaint. Details of the CA no's are as under:

Regarding CA no. 100452247 (DX/0.20KW) in the name of Laxmi Devi, the said connection was energized at address detailed out above and was having meter bearing no. 3321017 disconnected on 23.12.2005 and as per records the total outstanding dues are Rs. 1735566.43/-.

Regarding CA no. 10037357 (DX/0.20KW) in the name of Laxmi Devi, energized against aforesaid premises vide meter bearing no. 4058353 and was accordingly disconnected on 12.05.2005 and as per SAP record total bill of Rs. 41646/- is pending.

Regarding CA no. 100445050 (DX/1KW) in the name of Laxmi Devi, energized against aforesaid premises vide meter bearing no. 0193797 and was accordingly, disconnected on 11.11.2003 and pending dues against the said connection was Rs. 192/-.

Regarding CA no. 100447141 (DX/1KW) in the name of Laxmi Devi energized against said premises vide meter bearing no. 4142089 and was disconnected on 01.10.2002, no dues pending.

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Regarding CA no. 100436558 (DX/1KW), in the name of Lachmi Devi energized vide meter no. 0296280 and was disconnected on 15.08.2003 and outstanding dues against said connection are Rs. 1653.44/-.

Regarding CA no. 100013495 (NX/48KW) in the name of Lachmi Devi, and as per record meter no. 4142089 was replaced with three phase meter no. 17023938.

3. Both the parties sought time on many occasions for amicably settling the matter.
4. On hearing dated 22.07.2025 both the parties stated that they have settled the matter amicably and comes to a settlement. As per the settlement between the parties the dues asked from the complainant are currently not payable by the complainant and OP would process the recovery of the said dues by following due process of law. The settlement also said since the matter related to dues is no more in existence therefore, the application of the complainant for load reduction
5. In view of the above, we are of considered opinion that the matter has been amicably settled between both the parties.

ORDER

Complaint is allowed. Respondent is directed to reduce the load of the complainant against CA no. 100013495 as per DERC Regulations 2017. Also, the bills asked for by the complainant should not be demanded without following due process of law.

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This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

The parties are hereby informed that 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.

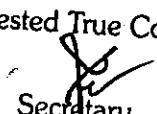
Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.

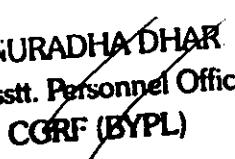

(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN

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CGRF (BYPL)


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Sr. Asstt. Personnel Officer
CGRF (BYPL)