



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

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SECY/CHN 015/08NK

C A No. Applied for Complaint No. 396/2025

In the matter of:

Ramanjit Kaur & OthersComplainant

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. Ojas Singh Sachdeva & Mr. Parameet Singh, Counsel for the complainant
2. Mr. Puneet, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 13th January, 2026

Date of Order: 19th January, 2026

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

1. The complainant's grievance is for Issuance of wrong evasive and highly inflated bill against CA No.100055110 installed at premises No. 3-B-16, Prop Kalsi Indstl, Gali New Rohtak Road, Indstl Area, Anand Parvat, Delhi-110005, but as per customer case mail remarks respondent stated that meter replacement assessment has been done considering the defective meter's

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Secretary
CGRF (BYPL)

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period i.e. from 15.06.2025 to 14.07.2025 and taking the base period of actual average consumption recorded during the corresponding period in the preceding year where revised units comes to 10026 against auto assessed 10475 units, but complainant stated that his meter was smoking hot and released smoke and he has not received the lab report, he had already visited the division office and applied for a meter lab test.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking cancellation of bills of Rs. 1,85,918/- (21.08.2025) and Rs. 2,89,300/- (16.09.2025).

That the applicant is industrial consumer having sanctioned load of 15 KVA. Perusal of her past bills shows that maximum demand indicator (MDI) is always more than 24 KVA. Reading of July 2025 could not be taken because the meter was burnt. Meter was sent for lab test. Lab vide its report dated 30.07.2025 said that meter received without terminal cover, R-phase input and output terminal burnt, Y-Phase input terminal burnt, Meter body bound burnt. It further says that meter data could not be downloaded.

Submission regarding bill of August, 2025: (For the period of 15.06.2025- 16.08.2025- 14535 units)

Period- 15.06.2025-14.07.2025:- Assessment of 10475 units was taken on the basis of unit consumed in Bill dated 15.08.2024-16.06.2024 (for the period of 16.06.2024-13.07.2024 – 9680 units). Period - 15.07.2025-16.08.2025 reading raised for 4060 units post meter replacement.

Submission regarding September' 25 of Rs. 2,89,300/-

Period 17.08.2025-16.09.2025: Reading raised for 4957 units. The said amount of Rs. 2,89,300/- includes arrear of Rs. 1,85,918/-.

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3. The complainant in its rejoinder denied the allegations and averments made by the Respondent in its reply. It is further stated that the respondent has only partially disclosed and has further misrepresented the reliefs sought by the complainant(s) in the present matter. Complainant(s) specifically sought a direction to the respondent to revise and issue the electricity bill in respect of the Complainant(s)'s property on the basis of the average consumption for the 6 billing cycles immediately preceding the electricity bill dated 20.06.2025. Complainant has further sought that the respondent be restrained from disconnecting the electricity supply to the complainant's property during the pendency of the present proceeding. Also restraining the respondent from raising or charging any electricity bill for the period from July 2025 to September 2025. It is further stated that the MDI (Maximum Demand Indicator) readings recorded over the last six months have consistently remained within the range of 5 KVA to 11 KVA.

It is also submitted that it is mentioned in the DERC Supply Code 2017 that in cases where a meter is found defective or reported so, the consumer's billing shall be determined on the basis of the actual average consumption of the preceding six billing cycles immediately prior to the date of such detection or report. It is also stated that the electricity bill of CA No.100055110 meter for the past six months have been consistently ranged between Rs.12,000/- and Rs.30,000/- only.

It is also said that the complainant is not refusing that the consumption of the corresponding period of the preceding year was nearly five times higher than the current year and the consumption pattern for the current year has remained significantly lower.



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4. Before disposal of the present complaint, the relevant rules applicable in the present case is narrated here below:

Regulation 40 of DERC Supply Code 2017 says,

40. Billing in case of burnt meter:-

(1) The electricity charges for the period for which meter was not read, shall be billed on the basis of actual average consumption recorded during the corresponding period in the preceding year, excluding the provisional billing: Provided that if actual consumption recorded during the corresponding period in the preceding year is either not available or partially available, the actual average consumption of past 6 (six) billing cycles immediately preceding the date of meter being detected or reported defective, excluding the provisional billing, shall be used for billing purpose: DERC (Supply Code and Performance Standards) Regulations, 2017 Page 71 of 121 Provided further that if the actual average consumption of past 6 (six) months is either not available or partially available, the average consumption for the next 3 (three) billing cycles excluding provisional billing after the installation of new meter shall be used for billing purpose.

(2) The above sub-regulation shall not be applicable in the case of a burnt meter due to tampering or unauthorized abstraction of electricity, for which appropriate action under the provisions of the Act shall be initiated by the Licensee.

5. From perusal of the above stated Regulation, it is clear that the billing done by OP is in accordance with law. The complainant's contention that the billing should be done on the basis of average consumption of the past six billing cycles immediately preceding the date of meter being detected or reported defective, excluding the provision billing, shall be used for billing purpose.

The said provision is applicable, if the meter reading of the preceding year is not available, thus complainant's contention is baseless and is not

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ORDER

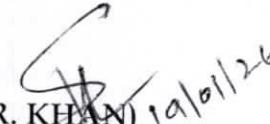
The complaint is rejected. The bill raised by OP is correct and payable by the complainant. If the complainant wants, OP is directed to allow payment of the bill amount in equal monthly instalment without LPSC.

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.


(P.K. AGRAWAL)
MEMBER (LEGAL)


(S.R. KHAN) 10/01/26
MEMBER (TECH.)


(P.K. SINGH)
CHAIRMAN

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