

# 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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REGD. CHAMBERS DRKNS

CA No.151780358  
Complaint No. 582/2024

In the matter of:

Sanket Kumar Sahu .....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)
4. Mr. H.S. Sohal, Member

Appearance:

1. Ms. Nupur Banerjee, Counsel for the complainant alongwith complainant
2. Mr. Akash Swami, Mr. Jaswant, Ms. Chhavi Rani & Mr. Akshat Aggarwal, on behalf of respondent

## ORDER

Date of Hearing: 18<sup>th</sup> March, 2025

Date of Order: 20<sup>th</sup> March, 2025

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

1. The brief fact of the case giving rise to this grievance is that the complainant is using electricity through connection having CA no. 151780358 installed at his premises no. 14/15, FF, West Guru Angad Nagar, Laxmi Nagar, Delhi-110092. It is also his case that he is regularly paying his electricity bills as and when raised by OP.

*for  
Ahsan*  
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Complaint No. 582/2024

suddenly the bill for the month of May 2024 received by him was amounting to Rs. 1,56,910/- . The complainant further stated that he is tenant at the premise in question. He approached office of BSES for rectification of the said bill. The officials of OP visited his premise and changed the old meter with new meter but till date had not revised his electricity bill.

2. The respondent in reply briefly stated that the present complaint has been filed by complainant claiming to be tenant but has not placed on record any tilted documents to prove his tenancy. The meter against CA no. 151780358 was replaced with new meter having meter no. 17168225 on 01.08.2024 and the registered consumer was duly intimated. The said removed meter was duly sent to lab for testing. The old meter having meter no. 17480942 was tested in lab and in terms of lab test report dated 22.08.2024 it was stated that the meter accuracy found in order. Accordingly, the bill of Rs. 1,56,910/- was raised to the complainant on the basis of retrieved reading from the meter.
3. Counsel for the complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted copy of rent agreement between the complainant and one Rahul Sondhi. The complainant in rejoinder reiterated his original complaint.
4. During the course of arguments, OP submitted that old meter no. 17480942 replaced due to sensor problem. Meter no. 17480942 replaced with new meter no. 17168225 on dated 01.08.2024. Meter replaced in presence of consumer as per attached MCR. Meter tested in lab and meter accuracy found within limit, and lab report final ready came to 1277990.60.

*for  
A. Lalwani*  
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### Complaint No. 582/2024

Before meter replacement previous downloaded reading 118242.70 recorded on 16.05.2024. Thereafter, two provisional bills were generated in June 2024 and July 2024 of 88 units and 39 units respectively. The bill of the complainant was revised on the basis of difference of the meter reading for the period 17.05.2024 to 02.08.2024 amounting to Rs. 1,34,380/-.

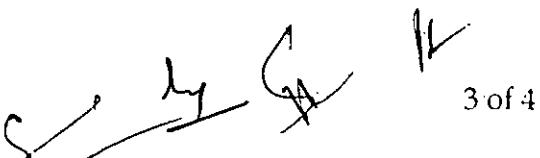
During the arguments, OP also submitted that the complainant has made the full payment of the bill excluding LPSC amount.

5. We have gone through the submissions made by both the parties. From the narration of facts and material placed before us we find that the complainant is having commercial connection for a load of 14 KVA. The consumption of the complainant is relatively high. The average monthly consumption of the complainant is coming to the tune of 1500- 2000 units per month.
6. Therefore, we are of the considered opinion that the meter installed at the premise of the complainant is not faulty and only there was some sensor or display problem which was the reason of non-functioning of the meter. Thus, as per the reading downloaded in lab is the basis of bill revision which is to be considered as actual reading and the bill raised by OP on the basis of downloaded reading is correct and needs no revision. The complainant has also made the full payment of the electricity bill.



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Secretary  
CGRF (BYPL)



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In view of the above, the bill raised by OP is correct and raised by OP as per the actual and downloaded readings which need no revision.

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.

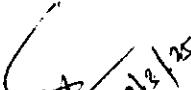
Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.

  
(H.S. SOHAL)

MEMBER

  
(P.K. AGRAWAL)

MEMBER (LEGAL)

  
(S.R. KHAN)

MEMBER(TECH.)

  
(P.K. SINGH)

(CHAIRMAN)

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*for  
Akhawat*

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Secretary  
CGRF (BYPL)