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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-110037  
Phone: 32978140 Fax: 22384886  
E-mail: cgrfbypl@hotmail.com  
SECY/CHN 015/08NK

C A No. 150009673  
Complaint No. 370/2025

In the matter of:

Sudhir Kumar Gupta .....Complainant

VERSUS

BSES Yamuna Power Limited .....Respondent

Quorum:

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

Appearance:

1. Mr. Suraj Aggarwal, Counsel for the complainant
2. Mr. R.S. Bisht, Mr. Akshat Aggarwal, Mr. Shiven Mishra & Ms. Jyoti Sharma, On behalf of BYPL

ORDER

Date of Hearing: 09<sup>th</sup> December, 2025  
Date of Order: 12<sup>th</sup> December, 2025

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

1. The brief facts of the complaint are that the complainant applied for load reduction of CA no. 150009673 vide request no. 8007795892 installed at premises no. P-5 and P-7, New Mandoli Indl. Area, Delhi-110093 which was rejected by OP on grounds of site visit not completed, phone not reachable and premises locked.

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CGRF(BYPL)

**Complaint No. 370/2025**

2. The respondent in its reply submitted that the Complainant filed the present Complaint for reduction of load at premises bearing no. P-5, P-7, Kh. No. 45, Mahar Veer Gali, New Mandoli Industrial Area, Delhi. The complainant has averred in his petition that he applied for reduction of load of existing connection with CA no. 150009673 in non-domestic category from 1 KW to 6 KW. The complainant applied vide application no. 8007795892 and the said application was rejected by OP for the reasons that since the property in question during the time of site visit was found locked and gates were blocked by debris due to which the assessment was incomplete. OP tried time and again but was not able to complete the site inspection.
3. The Complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that as per DERC Regulations 2017, he has completed all the commercial formalities required for load reduction and it is nowhere mentioned in Regulations that the site inspection is mandatory for reduction of load.
4. Arguments of both the parties are heard.
5. The relevant Regulation for load reduction says as under:

**17. Existing Connections:-**

**(3) Load Reduction on the request of consumer:-**

- (i) The Application for load reduction shall be accepted only after six months from original energisation for connections up to 100 KW, and 1 (one) year from original energisation for connections above 100 KW. Subsequent application for load reduction shall be accepted once in six-months or after lock-in period of 6 (six) months pursuant to Regulation 17(4)(vii), as the case may be.

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Complaint No. 370/2025

- (ii) The applicant shall apply for load reduction to the Licensee in the format prescribed in the Commission's Orders.
- (iii) The Licensee, after verification, shall sanction the reduced load within 10 (ten) days from the date of acceptance of such application.
- (iv) The load reduction shall be reflected from next billing cycle.
- (v) If the effective date of load reduction falls between the billing cycles, the Licensee shall raise the bill on pro-rata basis during that billing cycle.
- (vi) The reduction of load shall be limited to the highest of average of any 4 (four) consecutive months maximum demand readings of last 12 (twelve) months.
- (vii) If the load reduction is not sanctioned within the said period, the consumer shall be entitled to seek and the Licensee shall be liable to pay the compensation as specified in Schedule-I of the Regulations.
6. From perusal of the above stated Regulation and documents placed on record, the OP's objection of incomplete site inspection is not mandatory.
7. Accordingly, the complaint is allowed. The respondent should reduce the load as applied for by the complainant from 11 Kwh to 6 Kwh.

ORDER

The complaint is allowed. OP is directed to reduce the load of the connection having CA no. 150009673 from 11 Kwh to 6 Kwh against application no. 8007795892 installed at P-5, P-7, Kh. No. 45, Mahar Veer Gali, New Mandoli Industail Area, Delhi after completion of all other commercial formalities as per DERC Regulations 2017.



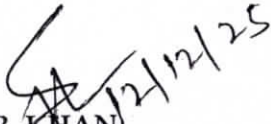
Complaint No. 370/2025

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.

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

  
(P.K. SINGH)  
CHAIRMAN

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Phone: 8010939760  
E-mail: cgrfbypl@hotmail.com

Ref. No...Secy/2025/...656.

Date: 18-12-25

The Nodal Officer,  
BSES, Room No. 113,  
Shakti Kiran Bldg.  
Karkardooma, Shahdara  
Delhi-110032.

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Enclosed please find herewith final order dated 12.12.2025 of the Forum in the case of **Manish Khan VS (BYPL)** registered vide Complaint No. CG.No. 376 /2025.

for your information

(SOHAN BISHT)

SECRETARY/ REGISTRAR

Encl: as above