



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 015/08NKS

C A No. 151113120
Complaint No. 375/2025

In the matter of:

SurajComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. Mr. Suraj, Complainant
2. Ms. Akansha Tanvi, Mr. R.S. Bisht, Mr. Akshat Aggarwal, Mr. Shiven Mishra & Ms. Jyoti Sharma, On behalf of BYPL

ORDER

Date of Hearing: 9th December, 2025

Date of Order: 10th December, 2025

Order Pronounced By:- Mr. P.K. Singh, Chairman

1. The present complaint has been filed by Mr. Suraj against BSES YPL-Nand Nagri.
2. The brief facts of the grievance are that the complainant applied for replacement of meter against CA no. 151113120 installed at premises no. F-2/356, FF, F-2 block, Sunder Nagri, Delhi-110093. OP stated that the complainant has not applied for replacement of meter, thus the complainant has to apply for replacement of meter.

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3. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking change of meter as the current meter installed at the premises of the complainant is running fast. Reply further submitted that the said request of the complainant was rejected as the meter was found correct when it was checked and all the bills have been raised by the OP in accordance with the correct meter reading.

It is also submitted by Op that the meter test report dated 22.07.2025 the meter no. 11632187 was found OK and accuracy was recorded as +000.11%. Also, the load against the CA no. 151113120 was reduced from 2KW to 1 KW.

4. The counsel for the complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and stated that earlier he received electricity bills for an amount of Rs. 500/- but now this amount has been increased to Rs. 3000/- per month. Therefore, he requested for change of meter.

5. Arguments of both the parties were heard.

6. From the narration of facts and material placed before us we find that the complainant wants meter change as the meter installed at his premises is running fast and there is a steep increase in his electricity bills. OP argued that the meter was tested at site of the complainant and it was found within permissible limits. The complainant can apply for third party meter testing, if he still is not satisfied with the meter tested at site. The complainant is adamant and only wants change of meter.

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Secretary
CGRF (BYPL)

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7. In view of the above, since the complainant does not want meter testing from third party and only wants meter changes, we also do not find any hurdle in change of meter. Therefore, OP should change the meter of the complainant.

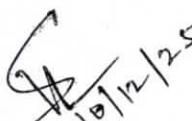
ORDER

The complaint is allowed. OP is directed to change the meter of the complainant and the cost of the new meter be borne by OP.

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.


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


(P.K. SINGH)
CHAIRMAN

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