

# 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:cgrfbyp@hotmail.com  
SECY/CHN 015/08NKS

C A No. 154147916  
Complaint No. 155/2025

In the matter of:

Sutainder Pal

.....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. Sutainder Pal, Complainant present in person.
2. Mr. R.S. Bisht, Mr. S.P. Anand, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

## ORDER

Date of Hearing: 13<sup>th</sup> January, 2026

Date of Order: 16<sup>th</sup> January, 2026

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

1. The complainant's grievance is for removal of wrong transferred dues of the disconnected connection having CA no. 152112764 to his live connection having CA no. 154147916 installed at premises no. 1-1, 1<sup>st</sup> Floor, New Gobind Pura, Delhi-110051.

The complainant also stated that the above mentioned disconnected meter- 152112764 belonged to the owner of 2<sup>nd</sup> floor and said meter was earlier installed on the 1<sup>st</sup> floor which has now been purchased by the complainant.

Attested True Copy

Secretary  
CGRF (BYPL)

1 of 4

Complaint No. 155/2025

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking bill correction against CA No.154147916 which is in the name of USHA for the premises bearing address as 1-1-1<sup>st</sup> floor, New Gobind Pura, Delhi-110051.

It is said that the correct facts which have been concealed by the Complainant from this Hon'ble Forum are as under:-

- a. One connection in the name of Naresh Kochhar having CA No.152112764 is lying disconnected since 15.05.2023 against the outstanding bill of Rs.95,367/- inclusive of LPSC amounting to Rs.14,201/-.
- b. It is submitted since the dues were not paid and the meter was disconnected, these dues were transferred upon the live connection having CA No.154147916 in the name of Usha by following the due process of law.

3. The complainant in its rejoinder stated that he is the owner of the flat whose address is 1-1 first floor New Gobind Pura Delhi-110051 and he is using the electricity vide CA No.154147916. It is further stated the respondent has not shown that Naresh Kochhar and his family who used the electricity through CA No.152112764 and did not pay the electricity bills are still living on the second floor of the same building and using the meter installed in the tower of the premises for electricity. It is further stated that he has submitted property documents and property chain which prove that the seller has sold only the first floor to the buyer and there is also second floor in the premises.

4. Arguments of both the parties were heard.

Attested True Copy

Secretary  
CGRF (BYPL)

2 of 4

5. During the course of hearing, OP was directed to file K.No. files of both the connections. From perusal of the K.No. files it is transpired that the connection in the name of Usha was energised in the month of May 2023 and at the time of release of new connection in the name of Usha, the OP has also demanded pro-rata from the complainant against CA no. 100734950 amounting to Rs. 13239/- and CA No. 100747815 amounting to Rs. 6870/- which were duly paid by the complainant.

Now the question arises why OP has not demanded the dues in the name of Naresh Kochhar from the complainant at the time of release of new electricity connection.

As per Regulation 11 (1) (iv) & (v) of DERC Regulations 2017, which are reproduced here as under:

**11. New Electricity Connection:-**

**(1) Submission of application along with all documents:-**

(iv) The Licensee shall indicate all the deficiencies in the application form to the applicant in one go only and shall not raise any new deficiency subsequently.

(v) In case the Licensee fails to intimate the applicant about any deficiencies in his application on the spot or within the stipulated 2 (two) days in case of online application, as the case may be, the application shall be deemed to have been accepted by the Licensee on the date of receipt of the application.

In view of the above said Regulation, when OP has demanded pro-rata of other pending dues from the complainant they should have asked for the payment of pending dues of C A No. 152112764, which OP failed to do so. Thus, we are of considered opinion that demanding of pending dues at this stage is against the above stated Rules and Regulations, therefore, the subject dues are not payable by the complainant.

3 of 4

Attested True Copy

Secretary  
CGRF (BYPL)

Complaint No. 155/2025

ORDER

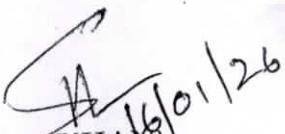
The complaint is allowed. OP is directed to withdraw the transfer dues of CA no. 152112764 from the connection of the complainant having CA no. 154147916 installed at premises no. 1-1, 1<sup>st</sup> Floor, New Gobind Pura, Delhi-110051.

The revised bill should be provided to the complainant within 21 days. 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)  
MEMBER (TECH.)  
16/01/26

  
(P.K. SINGH)  
CHAIRMAN

4 of 4

Attested True Copy

  
Secretary  
CGRF (BYPL)