C G R F
B Y P L

Consumer Grievance Redressal Forum
FOR BSES YAMUNA POWER LIMITED
(Constituted under section 42 (5) of Indian Electricity Act. 2003)
Sub-StationBuilding BSES (YPL) Regd. Office Karkardooma,
Shahdara, Delhi-110032
Phone: 32978140 Fax: 22384886
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SECY/CHN 015/08NKS

C A No. 101105868
Complaint No. 118/2026

In the matter of:

Promila Sharma .....Complainant

VERSUS

BSES Yamuna Power Limited .....Respondent

Quorum:

1. Mr. Shalabh Kumar, Chairman
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. S.R. Khan, Member (Technical)

Appearance:

1. Mr. Yogender Sharma, A.R for the complainant
2. Mr. R.S. Bisht, Mr. Daya Kishan, Ms. Monika Sharma, Ms. Chhavi Rani& Mr. Akshat Aggarwal, On behalf of BYPL

ORDER
Date of Hearing:13th October, 2026
Date of Order:19th October, 2026

Order Pronounced By:- Mr. P. K. Agrawal, Member (Legal)

1. The complainant in his grievance submitted that the connection vide CA no. 101105868 installed at his premises no. 84-A, Pocket-4, Mayur Vihar Phase-I, Delhi-110091 was energized in the year 1985 for a sanctioned load of 4 KW and for the same he made security deposit of Rs. 600/-. It is also his case that since 2018 OP has been reducing and enhancing his electricity meter load ranging between 1 KW to 4 KW. While reducing the load OP has not refunded any amount to him but at the time of load enhancement an additional amount of Rs. 600/- was paid by him.

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The complainant also stated that every time, after vigorous persuasion through various authorities of the Delhi Govt., Discom has been restoring her load to 4 KW without any extra SD and taking from her charges of 4KW against her consumption of 1 to 2 KW. It is further added that she has become violator of DERC's order according to which her load should remain 1 or 2 KW. This in turn has caused her huge financial loss from 2012 onwards due to fact that the Discom has been unjustifiable and unlawfully taking from me charges of 4 KW against my consumption of 1 to 2 KW. Therefore, she requested the Forum to direct the respondent for refund of extra charges paid by her since 2012.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking refund of alleged Security Deposit charges and other consequential reliefs against CA No. 101105868. As we are seeking deposit receipt of Security Deposit in the absence of any documentary support as at the time of installation, DESU charges. Money in multiple heads which may be Service line cum development charges, some deposit, miscellaneous charges etc, which can be confirmed after verification of the original deposit receipt. Hence, the claim of complainant has been denied in toto that he deposited security deposit of Rs. 600/- at the time of installation of his electricity connection.

It is further submitted that the sanctioned load of the subject connection has been revised from time to time strictly in accordance with the provisions of the DERC (Supply Code and Performance Standards) Regulations, 2017. The load revisions were carried out either on account of load enhancement or load reduction, as permissible under law and in accordance with the applicable regulatory framework. The history of the sanctioned load is reproduced hereinabove for the kind reference of this Hon'ble Forum:-

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Period	Sanctioned Load
22.02.2011 to 27.02.2011	3.74
28.02.2018 to 30.06.2018	1
01.07.2018 to 30.06.2019	4
01.07.2019 to 30.06.2022	1
01.07.2022 to 30.09.2022	2
01.10.2022 to 30.06.2023	1
01.07.2023 to 31.10.2023	2
01.11.2023 to 30.06.2025	1
01.07.2025 to 30.07.2025	2
31.07.2025 to 30.05.2026	4

That all fixed charges levied in the electricity bills from the year 2012 till date have been charged strictly in accordance with the applicable Tariff Orders issued by the DERC from time to time.

That the charges reflected in the bills, including fixed charges and other tariff-based charges, are statutory charges levied in terms of the applicable DERC Regulations. Such charges are neither refundable nor recoverable except in circumstances specifically provided under the applicable Regulations.

3. The complainant in its rejoinder stated that the respondent has misunderstood the actual complaint. That the complainant has never sought refund of security deposit (or any part thereof) amounting to Rs.600/- paid by me in 1985 to Delhi Electricity Supply Undertaking. The load sanctioned was 3.75 KW which had been recorded by the respondent in the electricity bills till the bill of the month May, 2015 and from the bill month June, 2015 onwards, the figure was rounded off to 3 KW.

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The respondent continues to accept the aforesaid security deposit of Rs.600/- valid for a 4 KW load but it inexplicably does not do so for a lesser load of 2 KW and demands additional SD of Rs.600/- for such load, as detailed below:

In the year 2018, the respondent, after intimating through letter No. BYPL/2016-17/MDI/LR-SD/CA No. 101105868 dated 28.02.2018, revised the complainant's sanctioned load downward from 4 kw to 1 kw and kept the SD unchanged. While reduction was made effective from bill month April, 2018, the respondent sent another letter No. BYPL/2017-18/MDI/LE-SD/CA No. 101105868 dated 31.05.2018 and intimated that load was required to be increased from 1 kw to 2 kw and that "based on the load revision, an additional deposit of Rs.600/- is to be paid by you. The complainant's husband met with the Commercial Officer and Business Manager of Mayur Vihar Branch and told them that when the existing SD of Rs.600/- had been accepted by the respondent as valid for a load of 4 kw, the same would automatically cover the load upto 3 kw. The complainant wrote multiple representations to various authorities of Delhi Govt.

After nearly five and a half months, the respondent, vide letter No.BYPL/2018-19/613ELI/001 dated 12.11.2018, restored the load to 4 kW, keeping the amount of Rs.600/- as SD unchanged.

It is further submitted that similar episodes took place in the year 2022, 2023, and 2025. That in her case load was revised upward from 1 kw to 2 kw, 3 kw or 4 kw, the existing security deposit of Rs.600/- taken by DESU in 1985 for a 4 kw load and accepted as valid by subsequent entities including the respondent. That the respondent has never clarified that why it demanded additional SD of Rs.600/- for enhancing load from 1 kw to 2 kw and why load has been upgraded to 4 kw when the recorded MDI was 2 kw.

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It is also stated that the wrong actions on the part of the respondent given the complainant right to claim and get refund of the excess amount paid by her from 2011-12 onwards plus interest along with compensation for harassment, mental agony, wastage of time and money.

It is further submitted that in the bill dated 22.02.2011, the respondent recorded the security deposit with Discom as Rs.225/-. The complainant visited the respondent's office and a form titled "Application form for correction of security deposit amount" was given to her and in the bill dated 29.04.2011, the security deposit was correctly shown as Rs.600/-.

4. Arguments of both the parties were heard at length.

5. From the narration of facts and material placed before us we find that the main grievance of the complainant is that his monthly consumption MDI is approx 1-2 KW only and the bills raised to him are of 4KW sanctioned load. In this regard, OP submitted that the load of the complainant was reduced to 2 KW based upon her consumption, but the complainant herself has approached P.G. cell of Delhi Government for increase of load from 2 KW to 4 KW vide complaint no. **PGU140820258204. As per the letter of OP dated 21.08.2025 vide letter no. BM (D) MVR-Ph-I&II/1739, the load was increased from 2 KW to 4 KW without charging any excess security amount. Also, security amount debited on 01.07.2025 for Rs. 600/- was also credited to the account of the complainant.**

The complainant further stated that because of the extra load sanctioned against her connection she has to pay extra bill amount per month. Therefore, she requested the Forum to direct the OP for reduction of load from 4 KW to 2 KW and refund of extra amount paid by her since 2018.

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From perusal of the sanctioned load history as provided by OP in their reply it is transpired that the sanctioned load of the complainant was 4 KW during the period 01.07.2018 till 30.06.2019 and 31.07.2025 to 30.05.2026 only. Sanctioned load for the period 01.07.2018 till 30.06.2019 was increased/enhanced on the request of the complainant vide BSES letter dated 12.11.2018 and the sanctioned load for the period 31.07.2025 to 30.05.2026 was enhanced on the request of the complainant.

In both the cases the load was enhanced on the request of the complainant, therefore the contention of the complainant that he is liable for the revision of load since 2011 is not sustainable.

6. In view of the above, we are of considered opinion that the plea of the complainant for revision/reduction of load from 4 KW to 2 KW should be considered from the date of this complaint before the Forum i.e. 20.05.2026 based upon the recorded MDI. The plea of the complainant for revision of load from back cannot be granted.

7. Therefore, the OP is directed to reduce the load of the complainant from date of this complaint before the Forum based upon the recorded MDI.

ORDER

The complaint is partly allowed. OP is directed to reduce the load of the complainant effective from 20.05.2026 onwards based upon the recorded MDI.

OP is further directed to file compliance report within 21 days of the action taken on this order.

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The parties are hereby informed that the 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.

19/10/26

(P.K. AGRAWAL)
MEMBER (LEGAL)

19/10/26

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

(SHALABH KUMAR)
CHAIRMAN

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