

**OFFICE OF ELECTRICITY OMBUDSMAN**

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act of 2003)

**B-53, Paschimi Marg, Vasant Vihar, New Delhi-110057**

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**Appeal No. 47/2025**

(Against the CGRF-BRPL's order dated 07.11.2025 in CG No. 103/2025)

**IN THE MATTER OF**

**Shri Rajesh Kumar Gupta**

**Vs.**

**BSES Rajdhani Power Limited**

**Present:**

Appellant: Shri Rajesh Kumar Gupta

Respondent: Shri Sudarshan Bhattacharjee, DGM, Smt. Meena Kumari,  
Business Head, Shri Chander M Sharma, CO & Shri Shreyek  
Gupta, Advocate, on behalf of BRPL

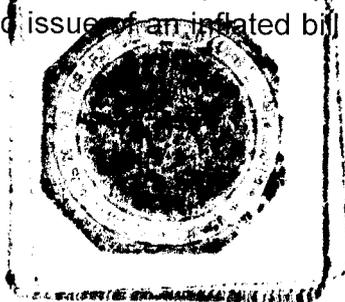
Date of Hearing: 25.02.2026

Date of Order: 27.02.2026

**ORDER**

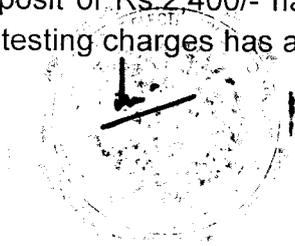
1. Appeal No.47/2025 has been filed by Shri Rajesh Kumar Gupta, R/o Flat No.1801, Plot No. 7, Sector - 19B, Lords CGHS Ltd. Dwarka, New Delhi - 110075, against the Consumer Grievance Redressal Forum – BSES Rajdhani Power Limited (CGRF-BRPL)'s order dated 07.11.2025 in CG No.103/2025.

2. The background of the case, as per the Appellant, presented before the Forum stated that the Appellant had raised issue of an inflated bill dated July 25, amounting



to Rs.6,390/- for 506 units (MDI - 6.98 kW), as well as an arbitrary increase in the sanctioned load to 8 kW based on erroneous MDI readings. He argued that in June 2025, the bill was Rs.2,050/- for 411 units (MDI - 5.27 kW), and Rs.3,310 for 463 units (MDI - 10.10 kW) in May 2025. However, the Respondent's testing of the meter concluded that the meter was functioning properly. Nevertheless, the ratio between consumption and MDI itself indicates that the meter was defective. Consequently, the Respondent incorrectly enhanced the load in 2024 from 4 kW to 6 kW and again in 2025 from 6 kW to 8 kW based on faulty MDI readings, despite the fact that the actual consumption of his small family was only 300 - 500 units per month. His actual usage does not justify a sanctioned load of 6 kW to 8 kW. Additionally, there was excessive billing charges along with an unjustified security deposit and inflated fixed charges imposed without a valid basis. He denied receiving any notice regarding the load enhancement in May 2025 and claimed that the notice was fabricated by the Respondent. Therefore, he requested: (i) to revert the sanctioned load to 4 kW (as it was before 2024), (ii) to refund the excess security deposit and fixed charges that were incorrectly collected, (iii) to issue a revised bill for July 2025 excluding the erroneous charges, (iv) to conduct independent NABL-accredited meter testing to verify MDI accuracy, and (v) to consider the load enhancement notice as invalid due to non-delivery. This unilateral action of the Respondent resulted in harassment and overbilling through a faulty MDI-based load revision and false procedural compliance.

3. The Discom's submission before the Forum was that the load enhancement from 6 kW to 8 kW had been processed based on MDI readings from April 2024 to March 2025. They proposed a load revision to 8 kW along with an additional security deposit of Rs.2,400/-, as specified under Regulation 17 (4) of the DERC Supply Code 2017. Consequently, a notice dated 29.05.2025 regarding the load revision, along with the bill, was issued to the Appellant. However, due to the lack of any communication from the Appellant, the load enhancement was executed in accordance with Regulation 17 (4)(ii) supra. Furthermore, the Appellant may apply for load reduction after a period of six months from the effective date of load based on new bill, if MDI is less in it, in accordance with Regulation 17 (4)(vii) supra. Additionally, following his objection regarding unusual high load that was never utilized, the Analytical Team of the Respondent concluded that the recorded MDI in the letter dated 29.09.2025 was inaccurate due to a defective meter. As a result, the defective meter was replaced with a new, accurate meter. Moreover, based on the findings of the Analytical Team, the sanctioned load has been revised from 8 kW to 6 kW, and the corresponding security deposit of Rs.2,400/- has been duly adjusted in the consumer's electricity bill and meter testing charges has also been waived off.



Furthermore, regarding the Appellant's objection to the prior increase in load from 4 kW to 6 kW, the Respondent stated that the electricity connection (CA No.150520379) was initially registered in the name of the previous owner, Shri Sushil Kumar (energized on 20.02.2012), with a sanctioned load of 4 kW. This load was subsequently revised to 6 kW in May 2022, based on MDI readings taken from 01.04.2021 to 31.03.2022. As a result, a letter/notice dated 30.05.2022 for load enhancement was issued to the previous owner. After the Appellant took possession of the premises on 07.07.2022, he received the first bill (CA No.153891346) reflecting a sanctioned load of 6 kW. Subsequently, the Appellant and his wife submitted a request for a name change on the electricity connection and the same was carried out.

4. The Appellant, in its additional submission, contended that (i) There was arbitrary increase in load enhancement in July 2022 despite nil consumption recorded from January to July 2022. Furthermore, the Respondent failed to take any action regarding his email dated 22.07.2022, which highlighted this issue. This inaction demonstrated a malicious intent to overcharge the customer. (ii) The consumption, billing, and MDI for the period from April 2023 to October 2024 indicated a consistent usage of less than 6 kW. However, BRPL did not conduct any trend analysis for the purpose of load reduction. Instead, they repeatedly increased the sanctioned load and continued to overcharge. (iii) Initially, his complaints regarding a faulty meter were dismissed, but subsequently, after filing a complaint with the CGRF, BRPL replaced the meter in August 2025. (iv) The Appellant experienced harassment, including repeated office visits and vigilance escalations while trying to complete the name change procedure on 23.08.2022. Appellant further requested before the CGRF : (a) a thorough and independent review of the billing history, MDI trends, and meter test reports, along with the production of complete MDI logs and the meter test report; (b) an order for BRPL to restore the appropriate sanctioned load in accordance with the actual MDI/consumption trends and to refund or adjust all excess amounts collected from him due to inflated sanctioned load and faulty meter billing.

5. The Forum, in its order dated 07.11.2025, heard version of both the parties. The Appellant admitted that along with the e-bill, notices were served to him on 29.05.2023 and 29.05.2024; however, due to an oversight, he did not review the annexures. Consequently, he remained unaware of receiving any notice and failed to take appropriate action. He argued that his sanctioned load should be reduced to 4 kW based on his energy consumption. The Respondent stated that following the

analysis report, the meter was observed as faulty and was, therefore, replaced with a new one on 19.08.2025.

The Forum noted that the notices had been sent to the Appellant by the Respondent. Moreover, the Respondent has already replaced the defective meter, reduced the sanctioned load from 8 kW to 6 kW, and refunded the relevant security deposit and fixed charges. The Appellant has also been advised that he may apply a load reduction six months after the meter replacement, in accordance with the applicable regulations.

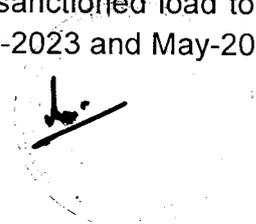
6. The Appellant, dissatisfied by the order dated 07.11.2025, passed by CGRF-BRPL, has filed this appeal.

He reiterated his stand and submitted appeal based on the following grounds:

- (i) That Appellant is the actual "Consumer" not the previous owner, therefore, reliance on historic consumption of a previous owner, while ignoring Appellant's objections and nil consumption period (Jan - June, 2022) is perverse and illegal.
- (ii) BRPL's own notices recommended 3 kW but were never served / communicated properly. Hence, hiding a quasi-judicial notice on page 3-4 of a PDF bill is not valid service and non-action cannot be imputed to the consumer.
- (iii) Acceptance of faulty meter but no consequential relief granted.
- (iv) Direction of wait six months for new MDI is contrary to principles of fairness, DERC Supply Code & financially prejudicial to the Appellant. Hence, immediate restoration to 3 kW should have been ordered.
- (v) CGRF order is non-speaking, incomplete, and ignores evidence.

The Appellant's prayer is for:

- (a) To set-aside the CGRF-BRPL's order dated 07.11.2025.
- (b) To direct BRPL to restore the sanctioned load to 3 kW immediately (as per BRPL's own notices of May-2023 and May-2024 w.e.f. July 2022).

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- (c) To direct BRPL to re-compute all bills from July-2022 till date applying sanctioned load 3 kW, excluding all MDI/billing impacts of the faulty meter, and credit/refund excess amounts.
- (d) To direct BRPL to pay interest @ 15% per annum on all excess recoveries from July - 2022 onwards.
- (e) To award compensation of Rs.10,000/- for harassment and mental agony.
- (f) To permit the Appellant to attend virtual hearing.
- (g) To grant any other equitable relief deemed just and proper.

7. The Discom, in its written submission to the appeal, reiterated the facts presented previously to the CGRF-BRPL and refuted all allegations made by the Appellant. Additionally, the Respondent stated that no claim for compensation had been submitted to the ICGRC/Forum. Furthermore, all excess charges, including the meter testing fee, had been duly refunded to the Appellant. However, previous load revisions were conducted in accordance with the consumption patterns of the relevant meter after following due process, and the Appellant had received further notices regarding load revision, including those for load reduction, to which he did not respond. The only load revision from 6 kW to 8 kW in 2025 was found to be faulty and has since been reversed. The Respondent cannot be held accountable for the Appellant's failure to respond to validly served load reduction notices. Moreover, electricity regulations mandate that a request for load reduction can only be initiated after a period of 6 months following the replacement of the meter. Furthermore, no such allegations or claims for reliefs were made by the Appellant before the ICGRC. This was followed by the Appellant raising multiple allegations before the Forum which were not a part of the original complaint.

8. The appeal was admitted and fixed for hearing on 25.02.2026 through Virtual Mode, as requested by the Appellant. The Appellant was present in person. Respondent was represented by its advocate/authorized representatives. An opportunity was given to both the parties to plead their respective cases at length. Relevant questions were also asked by the Ombudsman as well as the Advisor, Secretary to elicit more information on the issue.



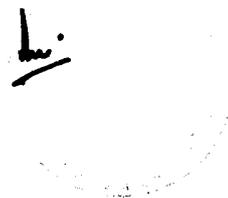
9. During the virtual hearing, the Appellant reaffirmed the arguments and prayer made in the appeal. In response to a query by the Advisor (Engineering) as to whether the physical bills or e-bills are being received by him, the Appellant submitted that e-bills are being received. However, he admitted the notices were served to him alongwith e-bills by the Respondent but not in a separate file. These notices were reflected on the 3<sup>rd</sup> page of the e-bill PDF file, attached with e-mail, therefore, he missed the same as consumer see only 1<sup>st</sup> page of bills for payment. He pressed upon that notices must be served clearly through a separate e-notice or any physical mode so that consumer could be made aware clearly and act accordingly. Attention was invited by the Advisor (Engineering) on the process of load revision from 6 kW to 8 kW and further reduced it from 8 kW to 6 kW. Regarding the new issues raised before this office, the Appellant stated that he had previously requested the CGRF to review the billing history, MDI trends, and meter test reports, and to restore the appropriate sanctioned load.

10. In rebuttal, the Advocate representing the Respondent reiterated the written submission. The Advocate argued that although the grievance has been fully addressed, the Appellant has preferred the current appeal with new claims and requests. Moreover, he neither consented for load reduction in view of notices dated 29.05.2023, 29.05.2024 & 29.05.2025 nor applied for load reduction separately at any stage. Now, he is praying for load reduction from 6 kW to 3 kW from July, 2022. Furthermore, many of the claims presented in the Appeal are simply reiterations of the ICGRC complaint, which already been contested in accordance with the Respondent's responses submitted to the CGRF. However, in response to Appellant's contention for serving the notice for enhancement in a separate file etc., the Officer present stated that the notices are sent via e-bill to the consumer is in accordance with the applicable Regulation of DERC.

11. During the hearing, the Ombudsman emphasized the relevant regulations of DERC that govern the issuance of Load Enhancement or Load Reduction notices. Appellant's contention was taken into consideration. However, the principle of 'Buyer Beware' was also referenced.

12. Having taken all factors, written submissions and arguments into consideration, the following aspects emerge:

- a) On scrutiny of Financial Year (FY) 2021-22, 2022-23, 2023-24 & 2024-25, it is clear that on the basis of four consecutive MDIs of F.Y 2021-22 & 2022-23, 2023-24 & 2024-25 are in accordance with Regulation. Further, on the basis of FY - 2022-23, 2023-24 & 2024-25, the Discom sent

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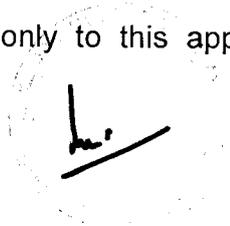
letter/notice in the month May-2023, May-2024 & May-2025 along with e-bills/bills but load was not revised, however, separate notices were not sent (Regulation 17 (4)(ii) (iii) & (iv) of DERC Supply Code, 2017).

- b) Based on MRD report of meter, it was declared faulty and for the F.Y. - 2024-25, all captured MDIs were ignored and load was revised from 8 kW to 6 kW w.e.f. 01.07.2025.
- c) Regulation 17 'Existing Connections' (4)(iv) of DERC Supply Code, 2017 stipulates as under:

"A separate notice for upward or downward revision of sanctioned load or contract demand as the case may be, shall be issued by 31st May of the financial year. No notice for upward revision shall be issued thereafter during the year."

13. In the light of the above, this court directs the Respondent to modify the order of CGRF-BRPL as under:

- (i) The load be revised w.e.f. 01.07.2023 on the basis of the highest MDI recorded for four consecutive months for the F.Y. 2022-23.
- (ii) Similarly, the load be revised w.e.f. 01.07.2024 on the basis of the highest MDI recorded for four consecutive months for the F.Y. 2023-24
- (iii) From 19.08.2025 to the latest bill generated by the Discom on the basis of four consecutive MDIs, load should be revised w.e.f. 01.01.2026.
- (iv) Due to the above revisions, all the necessary credits should be given to the Appellant in the ensuing bills.
- (v) Appellant's request for load reduction in this court is considered without further applying from his end and his request be considered suo-moto.
- (vi) To modify the system so that separate notices are sent for upward/downward revision of the load. This is required in compliance with Regulation 17 (4) of DERC Supply Code, 2017.
- (vii) This order is confined only to this appeal and cannot be used as precedent.

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(viii) The compliance report be shared with this office of the undersigned within 30 days of receipt of this order.

14. This order of settlement of grievance in the appeal shall be complied within 15 days of the receipt of the certified copy or from the date it is uploaded on the website of this Court, whichever is earlier. The parties are informed that this order is final and binding, as per Regulation 65 of DERC's Notification dated 24.06.2024.

The case is disposed off accordingly.



  
(P. K. Bhardwaj)  
Electricity Ombudsman  
27.02.2026