

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:cgrfbyppl@hotmail.com
SECY/CHN 015/08NKS

Complaint No. CG. No. -325/2025

ARCHANA GOEL
Vs
BSES YAMUNA POWER LIMITED (D) G.T. ROAD

ORDER SHEET

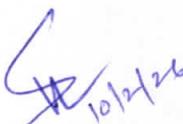
Date : 10.02.2026

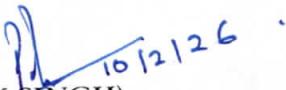
The complainant filed application against the order of the Forum dated 22.01.2026, stating in his application that the address in the complaint and in the final order of the Forum has been inadvertently been mentioned as H.No. N-27, 3rd floor, Naveen Shahdara, Delhi-110032. Whereas the correct address where the complainant has applied for new electricity connection is premises no. C-78, plot no. 78, ground floor, shop no. 2 & 3, Mohan Park, Naveen Shahdara, Delhi-110032. OP also in para 1 of their reply has accepted that the correct address of the complainant is C-78, plot no. 78, ground floor, shop no. 2 & 3, Mohan Park, Naveen Shahdara, Delhi-110032. The complainant requested the Forum to make the necessary correction in the final order.

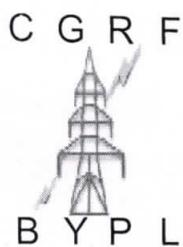
From perusal of the documents and OP's reply it is evident that the address mentioned in the final order of the Forum is clerical mistake and needs to be corrected. The address in the final order should be read as C-78, plot no. 78, ground floor, shop no. 2 & 3, Mohan Park, Naveen Shahdara, Delhi-110032.

Amendment to be made in final order also.


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN



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C A No. Applied for Complaint No. 325/2025

In the matter of:

Archana Goel

.....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. Shanty R.S Gupta, A.R. for the complainant
2. Mr. Rahul Saini, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 19th January, 2026

Date of Order: 22nd January, 2026

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

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007665700 at premises no. H. No. N-27, Plot no. 78, GF, Shop no. 243, Mohan Park, Naveen Shahdara, Delhi-110032. It is also his case that OP rejected his application for new connection on the grounds of "Already 3 Phase connections exists Meter No.17094988".

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The complainant also stated that she has applied connection for shop and three phase meter has no any concern with separate shop connection application.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises no. C-78, Plot No.78, ground Floor, Shop No.2 & 3, Mohan Park, Naveen Shahdara, Delhi-110032 vide request no. 8007665700.

Reply further submitted that the application for new commercial connection was declined due to "Electricity Connection Already Exists on the applied premises" and "No separate dwelling unit exists at site". It is stated that the premises was inspected on 02.06.2025 and it was found that already 3 Phase electricity meter No.17094988 against CA No.152137897 exists at site feeding to the ground floor and applied premises already meter installed 35932081, 36026617, 36056077, 36053854.

3. The complainant did not file rejoinder.

4. Arguments of both the parties were heard.

5. From perusal of the inspection report, filed by OP along with their reply, the premises of the complainant where new connection has been applied for is without electricity. The objection raised by OP that already a three phase connection exists has no concern with the complainant. The three phase connection was energized in the year 2017 and the complainant became owner of the subject premises in 2024. Therefore, we do not find any concrete proof to reject the application of the complainant for new connection.

Two handwritten signatures in blue ink, one on the left and one on the right, likely representing the signatures of the complainant and the respondent.

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6. Since the objection of OP for release of new electricity connection is not sustainable, therefore, we don't find any hurdle in releasing the new electricity connection as applied for by the complainant.

ORDER

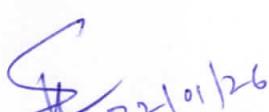
The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007665700 at premises no. H.No. C-78, Plot no. 78, G/F, Shop No. 243, Mohan Park 3rd floor, Naveen Shahdara, Delhi-110032 after completion of other commercial formalities as per DERC Regulations 2017.

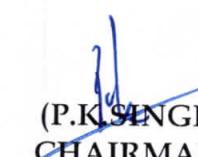
OP is further directed to file compliance report within 21 days of the action taken on this order.

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.)
22/01/26


(P.K. SINGH)
CHAIRMAN