

C A No. Applied for
Complaint No. 24/2026

In the matter of:

Abdul Qadir

..... Complainant

VERSUS

BSES Yamuna Power Limited

..... Respondent

Quorum:

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

Appearance:

1. Mr. A.C. Tiwari, Counsel for the complainant
2. Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 16th April, 2026
Date of Order: 20th April, 2026

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

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8008024677 at premises: no. 6631-6632, Fourth Floor, ShiddiPura, Ahata Kiclara, Chamelian Road, Bara Hindu Rao, Delhi-110006. It is also his case that OP rejected his application for new connection on the grounds of "Auto cancel due to non-visit, / exceed 30 days or Applicant call not received".

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Secretary
CGRF (BYPL)

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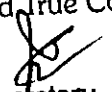
The complainant also submitted that earlier CA no. 15234761. 5 was installed at his premises but due to some financial loss he could not pay the electricity bills and the said connection was disconnected by the OP. Later on he approached PLA and deposited 50% of the total bill amount, thereafter he applied again for new electricity connection but OP rejected the same without any valid reason.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new domestic electricity connection of 1 KW at premises no. 6631-6632, Fourth Floor, ShiddiPura, Ahata Kidara, Chamelian Road, Bara Hindu Rao, Delhi-110006 vide request no. 8008024677. However, the said application was auto-cancelled due to non-visit/ expiry of the prescribed processing period exceeding 30 days, as the applicant did not receive call. Thereafter, the complainant submitted a fresh application vide Order No. 8008121420.


Reply further submitted that the address of the complainant was inspected on 30.01.2026 and it was observed that:-

- (i) The building falls within the list of Seismic/ Unsafe buildings as per letter dated 08.09.2022 @ serial No.16.
- (ii) Structure of the building is Ground+ Mezzanine+ 5 Floors.
- (iii) Height of building exceeds 15 meters, therefore, fire safety Clearance/ Fire NOC is mandatory.
- (iv) Six electricity connections exist in the building; however, those are old sanctioned connections.
- (v) Same-site dues are outstanding in respect of the disconnected connections bearing CA No. 152347615 and CA No. 100465343. Both connections were disconnected due to non-payment and the final bills were raised showing arrears of Rs. 7,464/- and Rs. 6,200/- respectively. Both connections stand in the name of Mr. Abdul Qadir.

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(vi) Enforcement dues exist against CA No. 401256651 and 401690955 were raised showing arrears of Rs. 2,05,193/- and Rs. 15,683/- respectively.

To process the application of new electricity connection, complainant must first:-

- Remove seismic building objection.
- Clear outstanding dues and enforcement dues.
- Produce Fire Safety Clearance.
- A fresh application has to be submitted after removal of the other objections.

3. The complainant in its rejoinder refuted the contents stated in the reply of the respondent. It is stated that the reply filed by the respondent is not duly verified nor duly signed by the competent authority; hence it is not tenable in the eyes of law. That the respondent has already provided electricity connections bearing CA No. 154851329 and 154851329 to two different persons but not providing to the complainant.

It is further submitted that due to unavoidable circumstances, the complainant could not deposit the bill of CA No. 152347615 and that is why the said electricity connection was disconnected. Complainant filed complaint before P.L.A-II to settle the amount and he deposited more than 50% before the P.L.A-II and he is ready to deposit the same. That except CA No. 152347615, the complainant is not concerned with any CA Number mentioned in the reply. It is further stated that CA No. 401690955 which is mentioned by O.P in its reply, is in the name of Ms. Farida Khatoon and it has been already settled with the respondent.

4. Arguments of both the parties were heard.



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5. On final date of hearing, the counsel for the complainant agreed to make payment of the dues pending to his portion of the property only. Regarding the other objections of OP, the forum finds as under:

The respondent has raised objections regarding the building being categorized as a seismic/unsafe structure and the requirement of Fire Safety Clearance.

While safety norms and statutory compliances are important, it is also noted that the respondent has already sanctioned electricity connections in the same building to other occupants. In such circumstances, denial of connection to the complainant alone, without uniform enforcement, would be arbitrary and discriminatory.

Therefore, the respondent cannot selectively apply such conditions to deny the complainant's application.

6. Since the complainant is ready to pay the remaining dues, therefore, we don't find any hurdle in releasing the new electricity connection as applied for by the complainant. The complainant cannot be burdened with the dues of third parties.

ORDER

The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8008024677 New (8008121-420) at premises no. 6631-6632, Fourth Floor, ShiddiPura, Ahata Kidara, Chamelian Road, Bara Hindu Rao, Delhi-110006 after completion of other commercial formalities as per DERC Regulations 2017 and payment of all the pending dues on the premises and pertaining to the complainant.

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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 finality.


Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.


(S.R. KHAN) 14/4/26
MEMBER (TECH.)


20/4/26
(P.K. AGRAWAL)
MEMBER (LEGAL)

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