



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

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SECY/CHN 015/08NKS

C A No. Applied For
Complaint No. 78/2025

In the matter of:

AbhishekComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. S.R. Khan, Member (Technical)
4. Mr. H.S. Sohal, Member

Appearance:

1. Ms. Sakshi Sharma, Counsel of the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 28th August, 2025
Date of Order: 15th September, 2025

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

1. The brief facts of the case giving rise to this grievance are that complainant applied for new electricity connection vide request no. 8007431761 at premises no. C-401/1, GF shop, Main market, Bhajanpura, Delhi-110053. It is also his submission that OP rejected his application for new electricity connection on the grounds of mismatch between applied address and existing meter bill address, Fire Safety clearance certificate required as school exists on first of the premises in question.

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CGRF (BYPL)

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2. The respondent in reply briefly stated that the complainant is seeking new electricity connection under commercial category at address bearing no. Kh. No. 363, ground floor, C-401/1, GF shop, Main Market, Bhajanpura, Delhi-110053 vide request no. 8007431761. The application of the complainant for new connection was rejected on grounds that the building where the complainant has applied for new electricity connection is an educational building having height more than 9 meters, therefore in terms of Regulation 27 of the DFS Rules, fire NOC is required.

Secondly, there is mismatch between applied address and existing meter connections.

Thirdly, applied shop is vacant, undertaking regarding nature of work at shop to be undertaken.

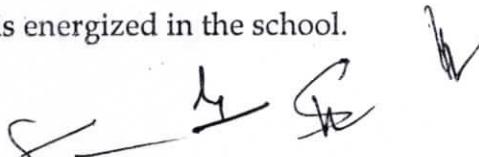
3. Counsel of the complainant in rebuttal reiterated original complaint and submitted that the complainant has applied for new electricity connection at ground floor shop purpose only whereas the school is running at the first floor of the applied building; therefore the complainant is not liable to file Fire NOC. Regarding other objection of address mismatch the complainant has filed property documents and an affidavit with respect to address mismatch.

4. During the course of hearing the complainant was directed to produce trade license. OP was also directed to produce K.no. file of the connection serving electricity in school and site visit report showing details of the meters at site.

5. The site visit report submitted by OP shows that there are total six meters at site four of them are at ground floor in separate shops. One connection under DX category is serving electricity on second floor. One no floor NX connection is energized in the school.

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6. The complainant submitted trade license which was duly verified by the OP.
7. Arguments of both the parties were heard.
8. From the narration of facts and material placed before us we find that the complainant applied for new electricity connection under NX category for shop, which OP rejected on grounds of address mis-match, nature of work to be done at the applied shop and requirement of fire NOC.

Regarding first objection of OP the complainant has submitted property documents along with an affidavit which states that he has applied for new electricity connection at premises no. C-401/1, GF, Khasra no. 363, Main Market Bhajanpura, Delhi-110053. The old address of the same property is old no. C-401 & C-400/1. Kh. No. 362, gali no. 17, new no. C-401, Kh. No. 363, therefore both the parties are same. From perusal of the documents placed on record by OP shows that already three electricity connections in the same building are having the same address as that of the complainant, OP has already released three connections on the same address. Therefore, this objection of address mismatch of OP is fulfilled.

Regarding second objection of OP, the complainant has filed Trade License from MCD. The said Trade License has been duly verified by the OP.

Regarding the requirement of fire NOC, we find that the building structure is only ground plus three floors over it. The objection of Fire NOC raised by OP is on the grounds that there is a school running on the first floor of subject building. The site visit report submitted by OP shows that a NX connection is already catering electricity supply to the school. The OP was directed to produce K.No. file of the connection released in School, which OP failed to produce.

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Since the complainant has applied for new connection for shop only, therefore the complainant is not liable to produce Fire NOC. The Fire NOC is to be asked from the School running the subject building.

9. Therefore, we find no lapse on the part of the complainant and the rejection of application of the complainant for release of new electricity connection by OP is unjustified. In view of the above, we are of considered opinion that the complainant should be granted new electricity connection. For fire NOC, the OP should ask from the school and is free to take action as per law.

ORDER

Complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007431761 at premises no. C-401/1, GF shop, Main Market, Bhajanpura, Delhi-110053 after completion of all other commercial formalities as per DERC Regulations 2017.

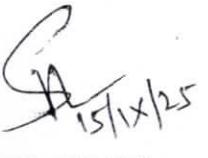
OP is directed to file compliance report within 21 days of the action taken on this order.

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.


(H.S. SOHAL)
MEMBER


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN

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