

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:cgrfbyp@hotmai.com

SECY/CHN 015/08NKS

C A No. Applied for
Complaint No. 185/2025

In the matter of:

Ajay Bansal

.....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. Neeraj Sharma, A.R for the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Mr. Akshat Aggarwal & Ms. Chhavi Rani, On behalf of BYPL

ORDER

Date of Hearing: 6th January, 2026

Date of Order: 14th January, 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. 8007537755 at premises no. H.No-2, Ground Floor, Kh No-24/11, Rani Grden, Shastri Nagar, Delhi-110006. It is also his case that OP rejected his application for new connection due to "Incomplete Site Visit as the applicant did not permit access to the rooftop which is essential for further processing of the request".

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1 of 3

Attested True Copy

[Signature]
Secretary
CGRF (BYPL)

Complaint No. 185/2025

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new NX electricity connection at premises no. 8795 H.No-2, Ground Floor, Kh No-24/11, Rani Grden, Shastri Nagar, Delhi-110006 vide request no. 8007537755. Reply further submitted that the reason for denial for the connection is that the complainant does not allow access/visit the roof of the premises and due to which neither the exact structure of the premises can be ascertained nor the meter No., due to which respondent is unable to ascertain the feasibility qua the grand of new meter.

3. The complainant in its rejoinder stated that he is the owner of the ground floor only and the people living at the top floor does not allow them to go there. They even start fighting and even police weren't able to go on the top floor. The complainant is ready to cooperate in any way. He is ready to give any kind of affidavit if required.

4. During the hearing, OP was directed to conduct joint site visit, but only placed on record site visit report dated 01.08.2025. OP was also directed to provide the details of the connections energized in the building, which OP could not place as per the site visit report meters were found locked. The complainant also filed Architect Certificate, for which OP seeks time for verification, but has not placed on record any details of the verification.

5. 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.

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Secretary
CGRF(BYPL)

Complaint No. 185/2025

ORDER

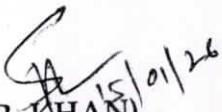
The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007537755 at premises no. H.No-2, Ground Floor, Kh No-24/11, Rani Grden, Shastri Nagar, Delhi-110006 after completion of other commercial formalities as per DERC Regulations 2017.

The revised bill should be provided to the complainant within 21 days. 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.

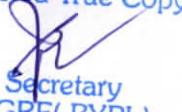

14/1/26
(P.K. AGRAWAL)
MEMBER (LEGAL)


15/01/26
(S.R. KHAN)
MEMBER (TECH.)


15/1/26
(P.K. SINGH)
CHAIRMAN

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CGRF(BYPL)