



C A No. Applied for
Complaint No. 87/2025

In the matter of:

Amina Khanam

.....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)
4. Mr. H.S. Sohal, Member

Appearance:

1. Mr. I U H Siddiqi, 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: 01st September, 2025

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

1. The brief facts of the grievance are that the complainant applied for new electricity connections vide request no. 8007438079 and 8007439866 under NX and DX category at ground floor and first floor premises no. J-15-A, J-extension, Laxmi Nagar, Delhi-110092, the application of the complainant for new connection was rejected on the grounds of "address in MCD list, unauthorised construction in the shape of room, kit, toilet etc at GF, FF, dues at site, building height is more than 5 meters and no space for new meter installation.

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CGRF (BYPL)

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection under NX category at ground floor of premises bearing no. J-15-A, old no. 15-A, Ground floor, J-extension, Laxmi Nagar, Delhi-110092 vide application no. 8074338079 and at first floor for domestic category vide request no. 8007439866 at the same premises. Reply further stated that the application of the complainant for new connection was rejected on following grounds:
- A) Building height more than 15 meters and connection is sought for NX category as building structure is GF+FF+SF+TF+4th F.
 - B) Fire NOC is a pre-requisite condition in terms of regulation 27 of DFS Rule.
 - C) No space available for installation of any new meter.
3. The counsel for the complainant did not file rejoinder. He filed an application for site visit of the premises. Both the parties were directed to conduct the joint site visit.
4. Based upon the joint site visit, OP stated that the building structure is ground + four floors. Building height is more than 15 meters. Dues and MCD booking other site. No space for new meter outside the premises.
5. Regarding building height the complainant filed Architect Certificate which is duly verified by OP.
6. The counsel for the complainant filed his written submission stating therein that the complainant applied for NX connection on ground floor for property dealer office. He further submitted that regarding space for meter installation it is submitted that the objection of PO is baseless as there is ample space above the door of the complainant's house and also the complainant has installed a board for meter installation.

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7. Arguments of both the parties are heard.
8. From the narration of facts and material placed before us we find that complainant applied for new electricity connections at ground floor under commercial category and first floor under domestic category. Both the applications of the complainant were rejected by OP on the grounds that the building height of the complainant is more than 15 meters; dues at site, MCD booked premises and no ample space for installation of electricity meter.
9. In this regard, we find that the site visit report filed by OP states that the objection of pending dues and MCD booking pertains to different premises. Now regarding the rest two objections of OP building height and space for installation of meter, the complainant submitted Architect Certificate which is duly verified by OP and the complainant submitted that he has installed a board for meter installation purpose.
10. In view of the above, we are of the considered opinion that the complainant has fulfilled the objections of OP and OP can release the new connections as applied for by the complainant.

ORDER

The complaint is allowed. OP is directed to release the electricity connections as applied for by the complainant vide request no. 8007438079 and 8007439866 at ground floor and first floor of premises bearing no. J-15-A, J-extension, Laxmi Nagar, Delhi-110092 after completion of other commercial formalities as per DERC Regulations 2017.

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This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.


The parties are hereby informed that instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the 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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