

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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SECP CH-01050858

C A No. 101183088, 101191318 & 101157820

Complaint No. 84/2025

In the matter of:

Amit Gupta

.....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. Amit Gupta, the complainant
2. Mr. Akash Swami, Mr. R.S Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, on behalf of respondent.

ORDER

Date of Hearing: 06th May, 2025

Date of Order: 08th May, 2025

Order Pronounced By:- Mr. H.S. Sohal, Member

1. The brief facts of the case giving rise to this grievance are that applied for 'Name Change' against CA Nos. 101183088, 101191318 & 101157820 installed at premises no. 1/7236, East Gorakh Park, Shahdara, Delhi-110032, vide request no. OOGTR1002252514, OOGTR1002252411 & OOGTR1002252578. The application of complainant was rejected by Opposite Party (OP) BYPL on the pretext

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of as per mail of Customer Service BYPL; Supply Code and Performance Standards Regulations a consumer can seek a name change due to change in ownership or occupancy of the property, transfer to a legal heir or any other valid reason and must submit an application in the prescribed format as notified by the Commission, but the complainant stated that there is minor mismatch of names which is right from the installation and now he wants to correct the name on above mentioned CA no. Therefore, he requested the Forum to direct the respondent for Name Change.

2. The respondent in reply briefly stated that the complaint has been filed by the complainant seeking of existing connections having details as follow; CA No. 101183088, 101191318 & 101157820 but have not annexed any title documents regarding these connections as to how the complainant has the locus for getting the name change in his favor. Respondent stated that due to rejection at the stage of documentation itself meaning thereby no further CF and TF have been done and the same can only be done subject to fulfillment of the documentation part by the complainant.

Reply further added that the instant request for name change can be only being processed as per applicable regulations. Moreover, the complainant needs to firstly establish the locus for seeking change of name by furnishing relevant documents along with the payment of pro rata energy dues.

3. Complainant filed rejoinder stated that there are three connections installed at his premises the details are as follows:

a. CA no. 101157820, Amit Kumar, correction to be made as Amit Kumar Gupta.

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S *G* *b*

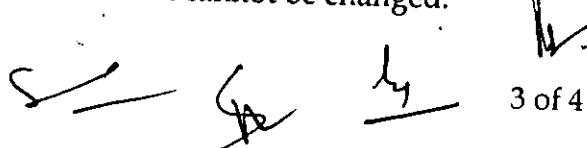
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- b. CA No. 101183088, Chand Gupta, correction to be made as Surendra Kumar Gupta (Father)
- c. CA no. 101191318, Bimla Gupta, correction to be made as Vimla Gupta, (Mother).

The complainant further reiterated his original complaint and enclosed multiple documents in support of this contention.

4. During the final hearing in the matter OP submitted K.No. files of the connections installed at the premises of the complainant whose name change/name correction is being sought by the complainant. From the perusal of the K.No. files it reveals that the name on the electricity bills are same which were written in the application for new connections made by the complainant.
5. From the three connections in question the names in two connections need only correction which OP can do only on the submission of copy of Aadhar Card, Voter ID Card, Pan Card and an affidavit/undertaking by the complainant that his/her correct name in all the documents is Amit Gupta/Vimla Gupta. The same may be made effective in the electricity bills also.
6. Regarding the connection in the name of Chand Gupta, the complainant is not aware of any person residing in his premises by this name and the K.No. file of Chand Gupta clearly shows that the connection was applied by Chand Gupta, therefore, in the absence of any proof, the name of this connection cannot be changed.

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ORDER

Complaint is partially allowed. Respondent is directed to correct the names in the electricity bills of the complainant having C Ano. 101157820 from Amit Kumar to Amit Gupta, and CA no. 101191318 from Bimla Gupta to Vimla Gupta, only upon submission of certified copy of any two documents viz. Aadhar Card, Voter ID Card, Pan Card and an undertaking/affidavit by the complainant stating therein that his/her correct name in all the documents is Amit Gupta/Vimla Gupta. The same may be made effective in the electricity bills also.

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.

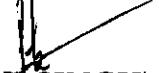
If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

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.R. SINGH)
CHAIRMAN

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