

**CA No. Applied for
Complaint No. 14/2026**

In the matter of:

Amita TomarComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. P.K. Agrawal, Member (Legal)

Appearance:

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

ORDER

Date of Hearing: 02rd April, 2026

Date of Order: 09th April, 2026

Order Pronounced By:- Mr. P.K. Singh, Chairman

1. The brief facts of the grievance are that the complainant applied for Name Change vide request no. OONNG0512254986 CA No. 101639354 at premises no. 175, Old No. A-36/D, Gali No.1, Kh No. 530, Chander Lok, Delhi-110093. It is also his case that OP rejected his application for Name Change on the grounds of "Others Old No. Not mentioned in current and back chain ownership".

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CGRF (BYPL)

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The complainant also stated that when this electricity connection was originally sanctioned on 29.05.2009, BYPL had verified and accepted certain ownership documents, which are already available in office records.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant has applied for Name Change vide request no. OONNG0512254986 CA No. 101639354.

Reply further submitted that the complainant applied for Name Change of connection bearing CA No. 101639354, which currently stands in the name of Smt. Satkala Malik.

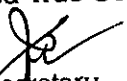
Reply further stated that the supply address for CA No.101639354 is "175, Chander Lok Colony, Delhi-110093", However, the ownership documents submitted by the Complainant refer to "Property No. 175, Plot No.36, out of Khasra No. 530". The billing address does not contain a clear and verifiable property number as per the municipal/ property records, and the description does not match the subdivision details mentioned in the chain of title documents.

That the Respondent is always willing to process the name change request upon submission of complete and correct documentation, including:-

- (i) A corrected billing address with a clear property number as per municipal records.
- (ii) Proof of property subdivision/ partition, if any.
- (iii) A fresh application for address correction and name Change.
- (iv) Any other document as may be required for verification.

3. The complainant in its rejoinder refuted the contents stated in the reply of O.P. It is submitted that the property number is clearly mentioned in the Sale Deed as well as in the chain of property documents.

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That the Old property No. A-36/D which is present in the electricity bill is not the part of the actual property documents. It was included by the respondent in their records and the complainant will not be held responsible for the mistake made by respondent.

That the complainant has submitted complete chain of ownership as well as proof of ownership.

It is also stated that when the electricity connection was established in the property in question, the respondent has checked the existence of the property before issuing the meter, hence, it is unfair to reject the application of Name Change on the basis of property number not verifiable.

4. Arguments of both the parties were heard.

5. From the narration of facts and material placed before us we find that the complainant's application for name change against CA no. 101639354 from Smt. Satkala Malik to Amita Tomar was rejected by OP on the grounds of incomplete address. The complainant in support of his contention that the property is same submitted registered sale deed in which para no. 4 of page no. 4 clearly states property address as "property no. 175, plot no. 36 out of Khasra no. 530,".

6. The property documents, pertaining to the year 1986 (General Power of Attorney) executed by Smt Surajmukhi Devi also shows property address plot no. 36 out of Khasra no. 530.

7. Therefore, we do not find any discrepancy on the end of the complainant and OP should process the case of the complainant for name change.

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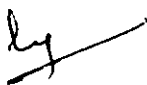
ORDER

The complaint is allowed. OP is directed to process and effect the name change of electricity connection bearing CA No. 101639354 from the name of *Smt. Satkala Malik* to the name of the complainant, within 30 days from the date of this order.

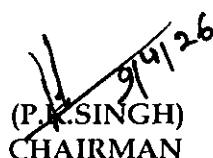
OP is further directed to file compliance report within 21 days of the action taken on this order.

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.




(P.K. AGRAWAL)
MEMBER (LEGAL)



(P.K. SINGH)
CHAIRMAN

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