

**C A No. Applied For**  
**Complaint No. 60/2026**

**In the matter of:**

Amrit Versha .....Complainant

**VERSUS**

BSES Yamuna Power Limited .....Respondent

**Quorum:**

1. Mr. Shalabh Kumar, Chairman
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. S.R. Khan, Member (Technical)

**Appearance:**

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

**ORDER**

Date of Hearing: 05<sup>th</sup> May, 2026  
Date of Order: 08<sup>th</sup> May, 2026

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

1. The brief facts of the grievance are that the complainant has applied for new electricity connection vide request no. 8008158831 (New) 8008083778 (Old) at premises no. C-1/C, Kh. No. 1/117/2 & 1/118/2, Gokalpuri Extn., Delhi-110094, but application of the complainant for new electricity connection was rejected by OP on grounds of "L Type service not supported at site and applied address village ziauddinpur but physically its Gokalpuri extension".

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The complainant also stated that she has corrected the documents by Rectification Deed and her plot size is 43.05 sq. mtr and that there are two meters have already been installed in her khasra no. with CA No. 154132437 and CA No. 351457401.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises bearing no. C-1/C, Kh. No. 1/117/2 & 1/118/2, Gokalpuri Extn., Delhi-110094 vide application no. 8008083778.

It is further submitted that the address mentioned in the application refers to Village Ziauddinpur, the actual physical location of the premises falls in Gokalpuri Extension. That during site inspection, it was found that there is non-availability of L-type service line support and absence of requisite electrical infrastructure. Also after rejection of the initial application, complainant again applied for new electricity connection vide Application No. 8008158831. A deficiency letter was issued, clearly intimating that the request cannot be processed further in the absence of essential electrical infrastructure, including availability of adequate space for installation of Electrical Sub-Station and feasibility of service line. It is also stated that another applicant namely Mr. Yogesh Sharma, also denied for electricity connection on identical grounds. The land in question forms part of a large parcel admeasuring approximately 2166 sq. yds comprised of Kh. Nos. 1/117/2 and 1/118/2, which has been developed and subdivided into smaller plots by the developer, namely Ms. Preeti Garg without making any provision for essential electrical infrastructure. That the respondent issued several letters to the developer, Ms. Preeti Garg calling upon her to provide adequate space for installation of an Electric Sub-Station for the said area. But no response has been received from her till date. The respondent has also approached the competent government authorities for allocation of land for installation of electric infrastructure.

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3. The complainant in its rejoinder denied the allegations stated by the respondent in its reply. It is stated that the complainant applied for new electricity connection and the respondent rejected the application with remarks "L type service not supported at site and applied village Ziauddin but physically its Gokal Puri Extension". After that the complainant rectified the sale deed through Sub-Registrar and again applied for electricity connection. Now respondent changed the remarks "L type service line not supported and at site ESS space require". The plot size of the applicant is 43.05 sq meter and according to DERC Regulations the applicant has to provide ESS space if the plot size is above 600 sq. mtr.

It is further stated that there are three meters vide CA No. 154132437, 3514574010 & 155080283 already installed in the aforesaid premises. The distance of the supporting pole is only 5 to 6 meters from the house of applicant. That on 11.03.2026, a new meter has also installed in front of the applicant vide CA No. 155080283.

4. Arguments of both the parties are heard.

5. The Forum has carefully considered the pleadings of the parties, documents placed on record, and submissions advanced during the course of proceedings.

It is observed that the complainant applied for a new electricity connection vide application nos. 8008083778 and subsequently 8008158831 in respect of premises bearing no. C-1/C, Kh. No. 1/117/2 & 1/118/2, Gokalpuri Extension, Delhi-110094. The respondent rejected the request on the grounds that the applied address pertains to Village Ziauddinpur whereas the physical location falls in Gokalpuri Extension and that L-type service line support is not available at the site. The respondent further submitted that the area lacks the necessary electrical infrastructure, including availability of space for installation of an Electric Sub-Station (ESS), which is essential for extending supply in the locality.

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6. The Forum noted the submission of the respondent that the land in question forms part of a larger parcel measuring approximately 2166 sq. yards which has been subdivided into smaller plots by the developer without providing mandatory electrical infrastructure or earmarked space for installation of ESS. The respondent has also placed on record that several communications were issued to the developer for providing suitable space for establishment of electrical infrastructure; however no compliance has been made till date.

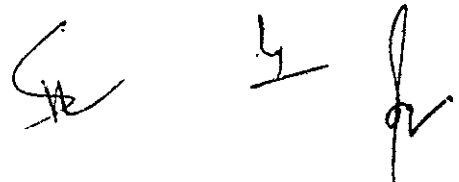
The contention of the complainant that the individual plot area is only 43.05 sq. meters and therefore no obligation can be imposed upon her for providing ESS space has been considered. However, the Forum is of the view that the issue involved is not merely the size of the individual plot but the absence of overall infrastructure feasibility in the entire developed area. The respondent cannot be directed to release a new connection where the requisite infrastructure and technical feasibility are not available.

The Forum further observes that existence of certain electricity connections in nearby premises or within the same khasra number does not automatically entitle the complainant to seek another connection as a matter of right, particularly when the respondent has explained that the existing network has reached saturation and additional load cannot be sanctioned without augmentation of infrastructure. Any previous release of connection, if made under different technical conditions, cannot compel the respondent to act contrary to technical and regulatory requirements.

The Forum also finds merit in the submission of the respondent that adequate space for installation of electrical infrastructure is necessary for safe and reliable distribution of electricity in the area. In absence of such infrastructure and technical feasibility, the respondent cannot be compelled to provide supply in violation of safety and operational norms.

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Accordingly, the Forum finds no deficiency in service on the part of the respondent in rejecting/keeping pending the application of the complainant for want of necessary infrastructure and technical feasibility.

7. In view of the facts and circumstances of the case and for the reasons recorded hereinabove, the complaint filed by the complainant is hereby dismissed.

ORDER

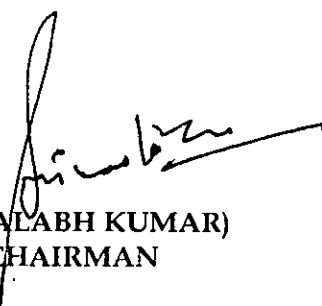
The respondent is justified in not releasing electricity connection to the complainant till the necessary electrical infrastructure, including suitable space for installation of Electric Sub-Station and feasibility of service line support, becomes available in the area in accordance with applicable rules and regulations.

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)

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

  
(SHALABH KUMAR)  
CHAIRMAN

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