

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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SECY/CHN 015/08NKS

C A No. Applied for Complaint No. 59/2025

In the matter of:

Anil Puri

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. S.K Khan, Member (Tech.)

Appearance:

1. Mr. Anil Puri, Complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, on behalf of respondent.

ORDER

Date of Hearing: 05th June, 2025

Date of Order: 09th June, 2025

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

1. The present complaint has been filed by Mr. Anil Puri against BYPL-Paharganj.
2. The brief facts of the complaint are that the complainant applied for name change against CA no. 100405194 installed at premises no. 8831-B, Multani Dhanda, Pahar Ganj, Delhi-110055 vide request no. OOPHG2908240522. OP rejected the application of the complainant on

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Secretary
CGRF (BYPL)

Complaint No. 79/2025

grounds of incomplete application form, applied address and property papers address both are mismatch, required to provide the ownership chain documents establishing the relationship between the applicant of the name change and the registered consumer of the existing connection on which name change request is requested.

3. The respondent in its reply submitted that the complainant is seeking name change of the existing connection having CA no. 100405194. The request for the change of name is denied as the complainant has neither annexed any NOC from the existing owner nor there is any title document to establish the locus of the complainant to seek change of name of the existing connection vide CA no. 100405194.

Reply further submitted that the connection regarding which name change is sought has a different address i.e. 8831-B, Multani Dhanda, Paharganj and on the contrary the alleged title documents of the complainant records the address as 8831, Multani Dhanda, Paharganj. Hence, there exist mismatch between the name change connection and the title documents of the complainant. For address confirmation the complainant needs to provide entire title change of the property qua which the name change is sought.

During site visit conducted, it has been observed that the building structure is ground floor + four mix use building and the site visit also records that the consumer did not allow to check all the existing meter and there exist objection at site against CA no. 100405194.

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4. The complainant in its rejoinder submitted that he is the sole owner of the property in question and the connection in the name of Chunni Lal against which he has asked for name change is an old connection and Chuuni Lal was tenant of the premise. Chuuni lal has vacated the premises long ago and no whereabouts are available. He also placed on record Registered Sale deed in his favour of the year 1999.
5. During the course of arguments, OP was directed to produce K.No. file of the connection whose name change has been sought by the complainant. The respondent produced the K.No. file of the subject connection.
6. From perusal of the K.No. file it is transpired that the connection in question is a very old connection of the year 1956 and same was released as per the rules and regulations prevailing at that time. Therefore, it is not possible to ascertain whether Chunni Lal was tenant or not. The complainant was directed to submit an affidavit mentioning therein that Chunni Lal was tenant about 40 years ago and is not residing at the premises in present.
7. As per the directions of the Forum the complainant filed the affidavit and I Bond in this regard.
8. In view of the above, we are of considered opinion that OP should effect the name change as applied for by the complainant.

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CGRF (BYPL)

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ORDER

The complainant is allowed. OP is directed to effect the name change as applied for by the complainant after completion of other commercial formalities as per DERC Regulations 2017.

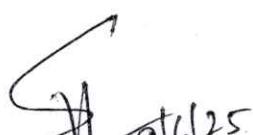
This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

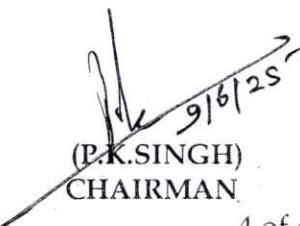
The parties are hereby informed that instant order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

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.


(P.K. AGRAWAL)
MEMBER (LEGAL)


(S.R. KHAN)
at 6/25
MEMBER (TECH.)


(P.K. SINGH)
9/6/25
CHAIRMAN

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