



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 11003
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SECR. CHN/03/08/08/88

C A No. Applied for
Complaint No. 408/2025

In the matter of:

Anjum AnsariComplainant

VERSUS

BSER Yamuna Power Limited Respondent

Quorum:

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

Appearance:

1. Mr. I.U.H Siddiqi, Counsel for the complainant
2. Mr. Rahul Saini, Mr. R.S. Bisht & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 03rd February, 2026

Date of Order: 06th February, 2026

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

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007887268 at premises no. 1486, Aziz Ganj, Bahadurgarh Road, Delhi-110006. It is also his case that OP rejected his application for new connection on the grounds of "Ground Floor to fourth floor 9 dwelling unit exists and 9 meters already exists". The complainant also stated that BSES provided meter at 5th Floor but not on 4th Floor.

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1 of 5

Complaint No. 408/2025

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises no. 1486, 4th Floor, Right Side, Aziz Ganj, Bahadurgarh Road, Delhi-110006 vide request no. 8007887268.

Reply further submitted that building comprises of ground floor (NX) first floor, second floor, third floor, fourth floor and fifth floor and dispute exist at site.

It is also submitted that as per site verification report meter bearing no. 70256635 against CA no. 100434063 (no floor mentioned in bill, but found used at fourth floor) already exists in the applied premises and no separate dwelling unit exists at site as such request for installation of new electricity connection in the same premises is not technical feasible as per clause 11 (2-iv) of DERC Supply Code 2017.

3. The complainant refuted the allegations made by respondent in its reply. It is submitted that there is no electricity connection in the applied premises of the complainant as there exist 2 flats/units on the fourth floor and only one connection is installed at fourth floor (70256635) and no electricity connection exists in the applied premises of the complainant. It is also stated that according to site visit, connection was released for 4th floor (adjacent left side flat) is being used at fifth floor. That there is no document relating to any dispute has been filed by the OP.

4. During the hearing, OP was directed to conduct joint site visit. The joint visit report along with email filed by OP stated that at the time of current site visit there is no supply found at the applicant's premises. Applicant stated that she is using supply temporarily from other flats owners. One meter no. 55402920 used at fifth floor but as per billing same is sanctioned for fourth floor.

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2 of 5

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Complaint No. 408/2025

5. The Forum has carefully considered the pleadings on record, the submissions made by both parties, and the joint site visit report filed pursuant to the directions of this Forum. From the material placed on record, it emerges as an admitted position the complainant applied for a new electricity connection for the premises situated at **4th Floor, Right Side, Premises No. 1486, Aziz Ganj, Bahadurgarh Road, Delhi-110006**. The application was rejected by the OP on the ground that an electricity connection already exists in the said premises and that no separate dwelling unit exists, rendering the request technically infeasible under Clause 11(2)(iv) of the DERC Supply Code, 2017.

However, the joint site visit conducted by the OP pursuant to the directions of this Forum clearly records that **no electricity supply was found at the applicant's premises at the time of inspection**. It is further recorded that the applicant is using electricity temporarily from other flat owners. The report also notes that **meter no. 55402920 is physically installed and being used at the fifth floor**, whereas, as per billing records, the same are sanctioned for the fourth floor.

The above findings demolish the primary basis on which the OP rejected the application. The site visit report itself establishes that the sanctioned meters are **not being used at the locations for which they were sanctioned**, and more importantly, that **no meter is presently supplying electricity to the complainant's applied premises**.

6. The contention of the OP that no separate dwelling unit exists at the site is not supported by any cogent documentary evidence. On the contrary, the complainant has consistently stated that **two separate flats/units exist on the fourth floor**, and that only one connection exists, which is being misused at the fifth floor.

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CGRP (BYPL)

Complaint No. 408/2025

The OP has failed to place on record any document, site plan, or inspection report conclusively disproving the existence of a separate dwelling unit in the complainant's premises.

Clause 11(2)(iv) of the DERC Supply Code, 2017 can be invoked only when an existing electricity connection is actually available and supplying power to the same premises for which a new connection is sought. In the present case, the joint site visit conclusively establishes that **no such supply exists** at the complainant's premises. Therefore, rejection of the complainant's application on the said ground is **arbitrary, erroneous, and unsustainable in law.**

The failure of the OP to ensure that sanctioned meters are installed and used at their approved locations further amounts to deficiency in service. A consumer cannot be deprived of an independent electricity connection merely due to internal discrepancies or mismanagement on the part of the distribution licensee.

7. In view of the above discussion, the Forum holds that the complainant is entitled to grant of a new electricity connection for the applied premises.

ORDER

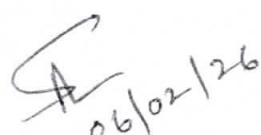
The complaint is **allowed**. The OP is directed to process and release a new electricity connection in favour of the complainant for the premises situated at **4th Floor, Right Side, Premises No. 1486, Aziz Ganj, Bahadurgarh Road, Delhi-110006**, in accordance with law, within 30 days from the date of this order, subject to completion of formalities by the complainant.

Complaint No. 408/2025

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.


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


(P.K. AGRAWAL)
MEMBER (LEGAL)

5 of 5

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