

Consumer Grievance Redressal Forum
FOR BSES YAMUNA POWER LIMITED
(Constituted under section 42 (5) of Indian Electricity Act. 20
Sub-Station Building BSES (YPL) Regd. Office Karkardoon
Shahdara, Delhi-1100
Phone: 32978140 Fax: 223848
E-mail: cgrfbypl@hotmail.co
SECY/CHN 01/5081

CA No. Applied For
Complaint No. 320/2025

In the matter of:

AnuParcha

.....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. I.U.H. Siddiqi, 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: 05th May, 2026

Date of Order: 12th May, 2026

Order Pronounced By:- Mr. P. K. Agrawal, Member (Legal)

1. The brief facts of the grievance are that the complainant has applied for new electricity connection vide request no. 8007525334 at premises no. 10-A/10797, Balmiki Colony, WEA, Karol Bagh, Delhi-110005, but application of the complainant for new electricity connection was rejected by OP on grounds of "Energy Dues against CA".

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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. 10-A/10797, Balmiki Colony, WEA, Karol Bagh, Delhi-110005 vide application no. 8007525334.

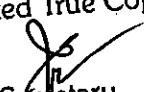
It is further submitted that the inspection report dated 25.03.2025 mentions the reason for not granting the electricity connection i.e. energy dues against CA meter. Also the height of the building is more than 15 meters as the building comprises of Ground floor, First Floor, Second Floor, Third Floor and Fourth Floor. It is also stated that the final (Disconnected) Bill of supply of Electricity mention that a sum of Rs. 5,76,879/- is to be paid. Outstanding dues against a property have to be cleared prior to further steps being taken for the issuance of a new connection. Section 56 of the Electricity Act, 2003, DERC Regulation 10, 11 & 42 quoted in support of the same.




It is further submitted that the height of the building is more than 15 meters and to establish a domestic electricity connection, Fire Clearance certificate from Fire Department and a No- Objection Certificate or a Completion and Occupation Certificate is required from MCD.

3. The complainant did not file rejoinder.

4. The complainant filed written statement, stating therein that new DX connection was applied by him vide order no. 8007525334 on second floor of premises bearing address 10-A,/10797, Balmiki Colony, WEA, Karol Bagh, Delhi which was rejected by OP on the grounds of pending dues of CA no. 100574647. The complainant further submitted that the complainant has already settled the said bill in the year 2021 and paid the settled amount of Rs. 1,24,000/- on 16.02.2021. Thereafter, OP has released new electricity connection to the complainant having CA no. 153255489 on 16.03.2021.

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In this regard, OP submitted that Valmiki Colony is a theft prone area and the registered consumers in that area did not submit their electricity bills for long and to recover the said dues, a scheme was launched at that time to allow the registered consumers some concession in the pending bills and grant them new electricity connections. The complainant's earlier connections were also granted during the said scheme. The said dues were not waived off; only part-payment was accepted. Therefore the complainant is liable to clear all the pending dues before release of new electricity connection in their name. The OP was directed to file an affidavit in this regard.

5. From the narration of facts and material placed before us we find

- The present complaint has been filed by the complainant seeking directions to the respondent for release of a new electricity connection at premises bearing no. 10-A/10797, Balmiki Colony, WEA, Karol Bagh, Delhi-110005 pursuant to application/request no. 8007525334.
- The case of the complainant is that the application for new electricity connection was rejected by the respondent on the ground of "Energy Dues against CA". It is the specific case of the complainant that the alleged dues already stood settled in the year 2021 and the complainant paid a settled amount of Rs. 1,24,000/- on 16.02.2021. It is further submitted that after accepting the said amount, the respondent itself released a fresh electricity connection bearing CA No. 153255489 on 16.03.2021 and therefore the respondent cannot now deny another electricity connection on the basis of the same alleged dues.
- The respondent, in its reply, submitted that outstanding dues amounting to Rs. 5,76,879/- are pending against earlier connection/CA and under Section 56 of the Electricity Act, 2003 and applicable DERC Regulations, fresh connection cannot be granted till clearance of outstanding dues.


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The respondent has further submitted that the building height is more than 15 meters and therefore Fire Clearance Certificate and Completion/Occupation Certificate are required.

- The respondent failed to file the required affidavit, which shows that OP has no substantial proof in support of their claim.
6. We have heard the parties and perused the material available on record.
- It is not disputed that the complainant deposited a sum of Rs. 1,24,000/- on 16.02.2021 pursuant to settlement under the scheme introduced by the respondent. It is also not disputed that after acceptance of the said amount, the respondent released a fresh electricity connection bearing CA No. 153255489 on 16.03.2021.
 - Once the respondent accepted the settlement amount and acted upon the same by granting a fresh electricity connection, the respondent cannot subsequently deny another connection on the basis of the same alleged dues without placing any cogent material on record showing subsisting legally enforceable liability against the complainant.
 - The respondent has failed to place on record any document to show that while accepting the settlement amount; it specifically reserved a right to deny future electricity connections despite grant of fresh connection pursuant to such settlement.
 - The plea of the respondent that the dues were never waived off is not sufficient in the facts of the present case, particularly when the respondent itself regularized the position by granting a fresh electricity connection in the year 2021 after accepting the settlement amount.

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- The objection regarding Fire Clearance Certificate and Completion/Occupation Certificate also does not inspire confidence at this stage as the primary ground for rejection of the application was alleged energy dues. Further, the respondent had previously granted electricity connection in the same premises/building.
- Electricity is an essential service and cannot be denied arbitrarily. The action of the respondent in rejecting the application of the complainant despite prior settlement and grant of fresh connection is unjustified.

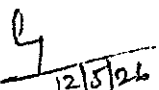
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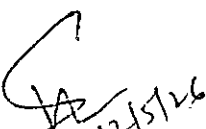
The complaint is allowed. The respondent is directed to process and release the new electricity connection pursuant to application/request no. 8007525334 at premises bearing no. 10-A/10797, Balmiki Colony, WEA, Karol Bagh, Delhi-110005, subject to completion of usual commercial and technical formalities.

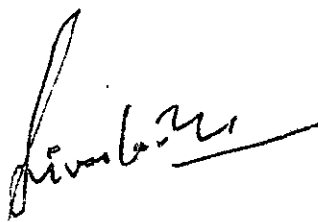
OP is further directed to file compliance report within 21 days of the action taken on this order.

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)


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


(SHALABH KUMAR)
CHAIRMAN

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