

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

Phone: 32978140 Fax: 22384886

E-mail:cgrfbyp@hotmai.com

SECY/CHN 015/08NKS

C A No. Applied for Complaint No. 510/2024

In the matter of:

Anupama DeviComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P. K. Singh (Chairman)
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. S.R. Khan, Member (Technical)
4. Mr. H.S. Sohal, Member

Appearance:

1. Ms. Sakshi Sharma, Counsel of the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht & Mr. Akshat Aggarwal on behalf of respondent

ORDER

Date of Hearing: 20th March, 2025

Date of Order: 25th March, 2025

Order Pronounced By:- Mr. H.S. Sohal, Member

1. The brief fact of the case giving rise to this grievance is that the complainant applied for new electricity connections at premises no. F-69-B, Third and Fourth Floor, Khasra No. 462, Gali No.-4, Subhash Vihar, North Ghonda, Delhi-110053, vide requests no. 8006854190 & 8007085385. The application of complainant was rejected by Opposite Party (OP) BYPL on the pretext of MCD Verification Pending, but

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Complainant stated that above mentioned property is genuine and she is residing at the above said address since long time.

2. The respondent in reply briefly stated that the present complaint has been filed by the complainant seeking new electricity connections at the property bearing no. F-69-B, Third and Fourth Floor, Khasra No. 462, Gali No.-4, Subhash Vihar, North Ghonda, Delhi-110053, vide requests no. 8006854190 & 8007085385. The applications of the new connections were rejected on account of applied premises is under MCD Booking vide letter no. EE(B)-I/SH-H/2018/D-2081 dated 27.08.2018 at serial no. 42 and connection at 4th floor mandated submission of a valid, legal and verifiable Architect Certificate.

Hence, Violation of the provisions of Electricity Act and regulations framed in respect thereto DERC (Supply Code and Performance Standards) Regulations 2017.

3. Counsel for the complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that the complainant had purchased the above said property in the year 2022 and the said MCD booking is of 2018 and in the year 2018 the complainant was not residing at the above said property and her residential address is F-69-B, but the MCD booking is of address F-69 and in the shape of Ground, first and second floor, whereas the complainant is owner of third floor and fourth floor of property bearing no. F-69-B, which has no concerned with property no. F-69.

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Secretary
CGRF (BYPL)

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4. Both the parties were directed to conduct joint site visit and the joint site visit report stated as under
 - a) Applied building structure G+4 Floors ~~and three meter installed at~~
 - b) Three meter installed at the applied building
 - c) Multiple premises found of similar address, no name in MCD objection details.
 - d) MCD objection not confirmed.
5. We have gone through the submissions made by both the parties. Forum the narration of facts and material placed before us we find that complainant applied for new electricity connection which OP rejected on pretext of MCD Objection. Regarding objection of OP, OP has placed site visit report which states that the MCD Booking not confirmed. OP itself is not able to confirm whether it is property of the complainant which booked or not. Thus, the objection of OP is not justified and we cannot deprive the complainant of electricity. Therefore, OP is hereby directed to grant the application of the complainant for electricity connections in the applied premises.
OP also raised objection regarding submission of Architect Certificate for the 4th floor connection. The forum feels that the connection on 4th floor is under 15 meters therefore there is no need for submission of Architect Certificate.
6. Therefore, respondent may be directed to provide the connection with the condition that at the time of release of new connection the complainant should file an affidavit that if in future MCD takes any adverse action against the property then OP should be at liberty to disconnect the supply of the complaint.

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Secretary
CGRF (BYPL)

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ORDER

The complaint is allowed. Respondent is directed to release the new connections as applied for by complainant vide applications no. 8006854190 & 8007085385 at premises no. F-69-B, Third and Fourth Floor, Khasra No. 462, Gali No.-4, Subhash Vihar, North Ghonda, Delhi-110053, after completion of all the commercial formalities required for giving connection as per DERC Regulations 2017 and submitting the undertaking by the complainant regarding the fact that if in future any authority takes any action, OP will be free to disconnect the new electricity connection without any further notice.

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.

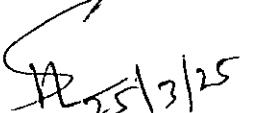
The parties are hereby informed that instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

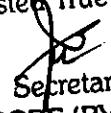
Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.


(H.S. SOHAL) 5/3/25
MEMBER


(P.K. AGRAWAL) 4
MEMBER (LEGAL)


(S.R. KHAN) 25/3/25
MEMBER (TECH.)


(P.K. SINGH) 1
CHAIRMAN

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CGRF (BYPL)