

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@hotmail.com  
SECY/CHN 015/08NKS

---

C A No. Applied for  
Complaint No. 325/2025

**In the matter of:**

Archana Goel .....Complainant

**VERSUS**

BSES Yamuna Power Limited .....Respondent

**Quorum:**

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

**Appearance:**

1. Mr. Shanty R.S Gupta, A.R. for the complainant
2. Mr. Rahul Saini, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

**ORDER**

Date of Hearing: 19<sup>th</sup> January, 2026  
Date of Order: 22<sup>nd</sup> January, 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. 8007665700 at premises no. H. No. N-27, 3<sup>rd</sup> Floor, Naveen Shahdara, Delhi-110032. It is also his case that OP rejected his application for new connection on the grounds of "Already 3 Phase connections exists Meter No.17094988".

1 of 3

Attested True Copy

Secretary  
CGRF (BYPL)

Complaint No. 325/2025

The complainant also stated that she has applied connection for shop and three phase meter has no any concern with separate shop connection application.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises no. C-78, Plot No.78, ground Floor, Shop No.2 & 3, Mohan Park, Naveen Shahdara, Delhi-110032 vide request no. 8007665700.

Reply further submitted that the application for new commercial connection was declined due to "Electricity Connection Already Exists on the applied premises" and "No separate dwelling unit exists at site". It is stated that the premises was inspected on 02.06.2025 and it was found that already 3 Phase electricity meter No.17094988 against CA No.152137897 exists at site feeding to the ground floor and applied premises already meter installed 35932081, 36026617, 36056077, 36053854.

3. The complainant did not file rejoinder.

4. Arguments of both the parties were heard.

5. From perusal of the inspection report, filed by OP along with their reply, the premises of the complainant where new connection has been applied for is without electricity. The objection raised by OP that already a three phase connection exists has no concern with the complainant. The three phase connection was energized in the year 2017 and the complainant became owner of the subject premises in 2024. Therefore, we do not find any concrete proof to reject the application of the complainant for new connection.



Complaint No. 325/2025

6. Since the objection of OP for release of new electricity connection is not sustainable, therefore, we don't find any hurdle in releasing the new electricity connection as applied for by the complainant.

ORDER

The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007665700 at premises no. H.No. N-27, 3<sup>rd</sup> floor, Naveen Shahdara, Delhi-110032 after completion of other commercial formalities as per DERC Regulations 2017.

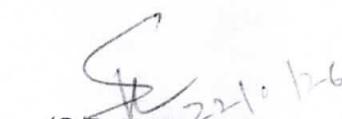
OP is further directed to file compliance report within 21 days of the action taken on this order.

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)

  
22/10/26

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

(P.K.SINGH)  
CHAIRMAN

3 of 3

Attested True Copy

  
Secretary  
CGRP (BYPL)