



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. 160/2022

In the matter of:

Babita Gupta & OthersComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. S.R. Khan, Member (Technical)
3. Mr. P.K. Agrawal, Member (Legal)
4. Mr. Nishat Ahmed Alvi, Member (CRM)
5. Mr. Vijay Singh, Member

Appearance:

1. Mohd. Afsar, A.R. of the complainant
2. Mr. Imran Siddiqi, Ms. Maninder Babbar, Ms. Shweta Chaudhary & Mr. Shubham Singh, On behalf of BYPL

ORDER

Date of Hearing: 11th October, 2022

Date of Order: 17th October, 2022

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

1. This complaint has been filed by Smt. Babita Gupta, against BYPL-LNR.
2. The brief facts of the case giving rise to this grievance are that complainant Smt. Babita Gupta & Others applied for new electricity connections and OP BYPL visited their premise on 13.07.2022 for

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installation of new connection but refused to install the meters as there was no proper space available for installation of meter. OP wants to install the meters on the outer wall of the premises and complainant wants to install the meter inside the space available for parking which OP denied.

3. The respondent in reply briefly stated that the connections in the name of Babita Gupta & Others were applied as under:

- Premises no. C-63, SF, flat n. 2-C, block Mandawali, Unchepar, Delhi vide order no. 8005756949,
- Premises no. C-63, UGF, flat no. 2-C, block Mandawali, Unchepar, Delhi vide order no. 8005786894
- Premises no. C-63A, old no. 63 UGF, flat no. 1, Mandawali, Unchepar, Delhi vide order no. 8005786888
- Premises no. C-63A, old no. 63, SF, flat no. 1, C-block, Mandawali, Unchepar, Delhi vide order no. 8005786935

OP further submitted that the officials of the respondent tried to install the meter at the outside wall of the premises where sufficient space was available for installation of meters but the complainant refused to get the meter install on the available space at outside wall. It was also their submission that a letter dated 20.12.2019 from Delhi fire Service Department stating that the electric meter/board/panels should be installed away from the discharge points of means of escape i.e. staircase/corridors by taking due care that the smoke/flames emanating from these shall not affect evacuation.

4. Heard both the parties and perused the record.

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5. The issue in this matter is mainly whether the connection vide application no. 8005756949, 8005786894, 8005786888 & 8005786935 is to be installed in the parking area inside the premises or on the wall outside the premises.
6. Heard the arguments of Authorised Representative of the complainant and OP-BYPL. Representative of complainant have submitted and draw attention on the photographs and papers, showing that so many connections have been installed inside the house in the parking area but OP is not installing their connection.
7. In this record submission of LR of OP submitted that connections can be installed as per law of Delhi Electricity Supply code and Performance Standard Regulations, 2017.

Our attention has been drawn on letter of Govt. of NCT of Delhi, Directorate of Delhi Fire Service, New Delhi dated 20.12.2019 and BSES YPL letter dated 11.04.2014.

8. Director of Delhi Fire Service has ordered the CEO of BSES YPL regarding safety of electric meter boards, energy supply points and associated equipment away from the means of escapes. In this letter for the safety and security of person and property it has been desired that energy supplied point should be away from means of escape. Office Order of BSES YPL dated 11.04.14 says that it has been decided to install the meter in the meter box outside the premises of consumer for easy accessibility.
9. Therefore, in this regard OP cannot be compelled to install the meter inside the premises of the complainant.

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ORDER:-

Complaint is rejected. Respondent is free to install the meters at the premises of the complainant in accordance to Delhi Fire Services order.

The case is disposed off as above.

No order as to the cost. Both the parties should be informed accordingly.
Proceedings closed.


(S.R. KHAN)
MEMBER-TECH


(NISHAT AHMAD ALVI)
MEMBER-CRM


(P.K. SINGH)
CHAIRMAN
17/01/22


(P.K. AGRAWAL)
MEMBER-LEGAL


(VIJAY SINGH)
MEMBER