



# 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. 204/2023

In the matter of:

Beena Sharma

.....Complainant

**VERSUS**

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

1. Mr. Vinod Kumar, Counsel of the Complainant
2. Ms. Ritu Gupta, Mr. Deepak Jain, Ms. Shweta Chaudhary & Ms. Chhavi Rani, On behalf of BYPL

## ORDER

Date of Hearing: 27<sup>th</sup> July, 2023  
Date of Order: 04<sup>th</sup> August, 2023

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

1. This complaint has been filed by Ms. Beena Sharma against BYPL-KWN.
2. The brief facts of the case giving rise to this grievance are that complainant Ms. Beena Sharma applied for new electricity connection vide request no. 8006215763 at premises no. H.No. 3, old plot no. 7, FF, Kh. No. 15/6/1, street no. 6, Khajani Nagar, Johri Pur, Delhi-94.

Attested True Copy  
*[Signature]*  
Secretary  
CGRF

*[Signature]*

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She further submitted that OP rejected her application for new connection on pretext of connection already exists.

3. OP in its reply briefly stated that the complainant is seeking new connection on first floor of property bearing no. 3, (old plot no. 7), Kh. No. 15/6/1, street no. 6, Khajani Nagar, Johripur, Delhi-94 vide request no. 8006215763. On first site visit no electricity connection was found at site. Premises were again visited meter no. 35667079 against CA No. 101471281 was found at site. The said meter is registered in the name of Mr. Vaibhav Jain with billing address as 15/6/6 was found installed. The said connection is non-domestic connection.

OP further added that said area is on Delhi/UP Border. As a consequence, it is seen that meters taken with Delhi address are illegally shifted to UP. In the present case also on first visit the meter was not found whereas meter was found existing on the second floor.

It was also submitted that Mr. Vaibhav Jain did apply for disconnection but user i.e. the complainant did not allow the same.

4. Arguments of both the parties are heard.

5. Representative of the complainant rebutted the contentions of respondent as averred in their reply and submitted that he applied for new connection on the first floor of said property vide request no. 8006215763. The connection on the ground floor vide CA no. 101471281 is non-domestic connection in the name of Vaibhav Jain S/o Sh. Virender Kumar Jain, (earlier owner).

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6. LR of the OP submitted that they will release the new connection to the complainant on the first floor as well as on the ground floor, provided that the complainant has to get the old connection in the name of Vaibhav Jain disconnected.
7. From the perusal of record placed before us and pleadings of both the parties, the complainant should get the meter in the name of Vaibhav Jain disconnected for release of new connection in his favour. As per OP's verbal communication during the course of hearing they are ready to release the new connection to the complainant on first floor as well as on the ground floor also, with the only condition of removal of already installed meter.

ORDER

Complaint is allowed. Respondent is directed to install the meter to the complainant as per DERC Regulations 2017 once the complainant gets the installed meter disconnected.

The OP is also directed to file compliance report to this office within 21 days from the issue of this 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

Attested True Copy

  
Secretary  
CGRF (BYPL)

  
(P.K. SINGH)  
CHAIRMAN

  
(P.K. AGRAWAL)  
MEMBER-LEGAL

  
(H.S. SOHAL)  
MEMBER