

C G R F



B Y P L

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. 121/2025

In the matter of:

Champa Talreja & OthersComplainant

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)

Appearance:

1. Mr. I U H Siddiqi, Counsel of the complainant
2. Mr. Akash Swami, Ms. Shweta Bist, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 17th June, 2025

Date of Order: 23rd June, 2025

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

1. The brief facts of the complainants grievance are that the complainants applied for new electricity connections vide request no. 8007430983, 8007430989, 8007430996, 8007431006, 8007433037, 8007433045, 8007435342 and 8007435347 at premises no. B-23, Guru Ram Dass Nagar, Laxmi Nagar, Delhi-110092. The application of the complainant for new connections were rejected on the grounds that address appearing is in MCD objection list, MRO required for meter no. 35843199 and parking undertaking required.

Attested True Copy

Secretary
CGRF (BYPL)

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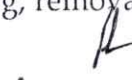
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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new DX connections for different floors of premises bearing address B-23, Guru Ram Dass Nagar, Laxmi Nagar, Delhi-110092 vide application no. 8007430983, 8007430989, 8007430996, 8007431006, 8007433037, 8007433045, 8007435342 and 8007435347. The applications of the complainant was declined due to following reasons:
- a) Applied address is under MCD booking list dated 03.07.2018 appearing at Sl. No. 62.
 - b) Temporary meter exist in the premises for which MRO is required.
 - c) Architect who sanctioned the alleged occupation cum completion certificate for the applied premises is debarred under the MCD debarred list at serial no. 24.
3. The complainant in its rejoinder refuted the contentions of respondent as averred in their reply and submitted that the complainant applied for temporary electricity connection and same was denied by OP stating that the applied premises is booked by MCD for unauthorised construction in year 2018. Later upon submission of NOC issued from MCD building department dated 31.01.2023, wherein it is clearly mentioned that the plot of the applicant is different from the booked property/plot.
4. Arguments of both the parties were heard.
5. From the narration of facts and material placed before us we find that the complainants applied for multiple new electricity connections under domestic category for different floors of property bearing no. B-23, Guru Ram Dass Nagar, Laxmi Nagar, Delhi-110092. The said applications of the complainants were rejected by OP on grounds of MCD booking, removal of temporary meter and NOC issued by debarred Architect.

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CGRI (BYPL)




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6. From the perusal of records and the mail of OP dated 09.06.2025 from Executive engineer Shahdara South zone, which clearly mentions that Sh. Dheeraj Kumar was not debarred at the time of issuance of completion-cum-occupancy certificate issued vide request ID no. 2003475 and as such the said completion certificate is valid.


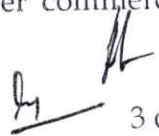
We also find that MCD booked the premises no. B-23, Guru Ram Dass Nagar, Laxmi Nagar, Delhi in the shape of unauthorised construction in the shape of GF, FF, SF, TF 4thF was vide booking list dated 03.07.2018, whereas the complainant filed Occupancy-cum-Completion Certificate is dated 24.01.2025.

We also find that the complainant applied for temporary connection for construction purposes in the beginning of the year 2023 and also filed a NOC from MCD dated 31.01.2023 on the basis of which OP has released temporary connection to the complainant for construction purposes.

7. In view of the above, OP cannot deny new electricity connections to the complainants. Therefore, OP should release the new electricity connection to the complainant.

ORDER

The complaint is allowed. OP is directed to release the new electricity connection under domestic category as applied for by the complainants vide applications no. 8007430983, 8007430989, 8007430996, 8007431006, 8007433037, 8007433045, 8007435342 and 8007435347 at premises no. B-23, Guru Ram Dass Nagar, Laxmi Nagar, Delhi-110092, after completion of all other commercial formalities as per DERC Regulations 2017.

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

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.


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN

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Secretary

CCP (DVPL)