



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-110003  
Phone: 32978140 Fax: 2238488  
E-mail:cgrfbyp@hotmai.co  
SECY/CIIN 015/08N

C A No. Applied for  
Complaint No. 238/2025

In the matter of:

Chhavi Wahal .....Complainant

VERSUS

BSES Yamuna Power Limited .....Respondent

Quorum:

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

Appearance:

1. Mr. Suraj Aggarwal, Counsel of the complainant
2. Mr. Rahul Saini, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 21<sup>st</sup> August, 2025

Date of Order: 26<sup>th</sup> August, 2025

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

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007624881 at premises no A-126H, Dilshad Colony, Delhi-110093, the application of the complainant for new connection was rejected on the grounds of two joint properties left side property no. A-126 and right side property no. A-127. The complainant in response submitted that she is owner of property bearing no. A-126, Dilshad Colony, and she applied for a domestic connection for 3<sup>rd</sup> floor of the premises.

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Secretary  
CGRF (BYPL)

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises bearing no. A-126-H, Kh. No. 176/5/2/137, third floor, Dilshad Colony vide request no. 8007624881 and 8007517897. The applications of the complainant were rejected due to following reasons:

  - a) The building is consisting of ground floor to third floor built-up plot no. A-126 and A-127 jointly (left side property no. A-126 and right side property no. A-127, total 16 numbers of residential units are constructed.
  - b) 16 number of electricity connections already installed/exists.
  - c) One store room also exists.
  - d) Since there is no dwelling unit other than the 16 number of dwelling units and electricity meters already exists for each dwelling unit. Thus, application of the complainant for new connection was rejected.
3. The counsel for the complainant in its rejoinder refuted the contentions of respondent as averred in their reply and submitted that the complainant applied for new electricity connection under domestic category at third floor of premises bearing no. A-126-H, Dilshad Colony, Delhi-110095 and the connection having CA no. 1011653339 is for common area and there is no electricity connection catering electricity at her premises.
4. Arguments of both the parties were heard.
5. From the narration of the facts and material placed before us we find that OP alongwith their reply submitted site visit report dated 17.06.2025 the extra connection having meter no. 25307653 in the name of Anil Kumar Nair is used at common stairs and CCTV camera etc. Site visit report further submitted that Mr. Anil Kumar Nair sold out that flat earlier and not available at site.

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6. From the perusal of the site visit report it is clear that the OP's contention that there are 16 dwelling units and 16 electricity connections are catering supply to them is factually incorrect. OP has filed contradictory statement in their reply and in their site visit report. The complainant's premise is without electricity and OP is making the complainant running from pillar to post and creating undue harassment to the complainant. The entire building where the complainant has applied for new electricity connection is having electricity and only complainant's unit is without electricity. The site visit was done by OP on 17.06.2025 which says that the extra meter is being used for common stairs purposes.

We also find that there are four dwelling units at each floor and from ground till second floor there are four electricity connections on all the floors, except the third floor where only three electricity connections exist. The complainant applied for new electricity connection for the fourth unit at third floor which OP rejected.

ORDER

The complaint is allowed. OP is directed to release the electricity connection as applied for by the complainant vide request no. 8007624881 at premises no. A-126-H, Dilshad Colony, Delhi-110093 after completion of other commercial formalities as per DERC Regulations 2017.

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

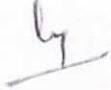
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If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

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

  
(H.S. SOHAL)  
MEMBER

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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

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Secretary  
CGRE (SYPL)