



# 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-11003  
Phone: 32978140 Fax: 2238488  
E-mail:cgrfbypl@hotmail.co  
SECY/CHN 015/08N

## C A No. Applied for Complaint No. 173/2025

### In the matter of:

Farah Yasmin .....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. Vinod Kumar, Counsel of the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht & Mr. Akshat Aggarwal, on behalf of respondent

### ORDER

Date of Hearing: 14<sup>th</sup> August, 2025

Date of Order: 25<sup>th</sup> August, 2025

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

1. The brief facts of the case giving rise to this grievance are that the complainant applied for re-connection against C A no. 150918943 installed at premises no. H. No. 77, Mezzanine floor, Gali Imam Wali, Jama Masjid, Delhi-110006. It is also her case that her property was lying vacant during the period April-March 2024 and before that a tenant was residing in her premises who never made the bill payments, thus, the electricity supply was disconnected on account of non-payment of dues amounting to Rs. 39,380/-.

Attested True Copy

Secretary  
CGRF (BYPL)

Complaint No. 173/2025

The complainant on 03.09.2024 made online payment of pending bill amount and requested for restoration of electricity supply. The electricity supply was re-connected. But on 08.01.2025, officials of OP visited premise of the complainant and falsely booked a case of direct theft while the electricity is in use upon the premises from meter no. 11447135 and there is no wire of direct theft found. Enforcement department has sent a direct theft bill amount to Rs. 4,54,642/-, which was later quashed by OP on 26.03.2025, but refused to restore the electricity supply. She requested the Forum to direct the respondent for restoration of electricity connection at the earliest.

2. The respondent in reply briefly stated that the present complaint has been filed by the complainant seeking reconnection of electricity connection bearing CA no. 150918943 NX connection, installed at premises bearing no. 77, Mezzanine floor, Gali Iman Wali, Jama Masjid, Delhi-110006. The application of the complainant is not maintainable as the connection was disconnected on 04.03.2024 due to non-payment of energy dues and since then the supply has become dormant and now the request for restoration of the supply is not maintainable due to termination of agreement as per Regulation 19 (2) (11) of DERC Supply code.
  
3. Counsel for the complainant filed rejoinder refuting therein the contentions of the respondent as averred in their reply and submitted that the electricity connection having CA no. 150918943 was disconnected and complainant made the payment of outstanding dues of Rs. 39380/- on 03.09.2024. The supply was restored by official of OP. Thereafter, OP inspected the premises on 08.01.2025 and booked the premises of the complainant for direct theft which was later on quashed by OP.

Attested True Copy

  
Secretary  
CGRF (BYPL)



Complaint No. 173/2025

While booking the premises of the complainant for direct theft OP disconnected the electricity supply of the complainant which now they refused to restore.

4. Arguments of both the parties were heard.
5. The relevant Regulation applicable in the present case is as under:

**54. Reconnection:-**

- (1) In cases of a temporary disconnection, the Licensee shall reconnect the supply of electricity to consumer's installation within 24 hours of payment of past dues and all applicable charges, if any and completion of requisite formalities: Provided that the Licensee shall intimate all applicable charges for reconnection to the consumer in the disconnection notice: Provided further that if a consumer has moved out of the country and provides the documentary evidence, the Licensee shall not levy the reconnection charges.
- (2) In case of a permanent disconnection, reconnection shall be made on payment of past dues and all applicable charges, if any and completion of formalities as required for a new connection.
- (3) In case of disconnection of supply by the Licensee either erroneously or without notice, the reconnection of supply shall be made within 24 hrs from the time of such disconnection, without levy of any charges, including reconnection charges.

6. As far as OP's submission that "before the expiry of six month as per Regulation 54 (1), the complainant should have given the application to restore the electricity supply, which the complainant failed to give thus the electricity connection of the complainant become dormant.

From the perusal of file, we find that the supply of the complainant got disconnected on 04.03.2024 and the complainant made payment of the outstanding dues on 03.09.2024 i.e. within the six months period. On the same day the supply of the complainant was restored. Thereafter, the OP again disconnected the electricity supply of the complainant and booked her for direct theft bill, the said bill was also quashed by the OP but till date OP has not restored electric supply of the complainant.

Attested True Copy

  
Secretary  
SCOR (BPL)

Complaint No. 173/2025

7. We also find that the electric supply of the complainant which was disconnected on account of non-payment of dues was already restored within given time frame. The complainant's electricity was disconnected thereafter somewhere in January 2025 while booking the complainant for direct theft, the said theft bill was quashed by OP itself vide their letter no. GM (Enf.)/2024-25/14011 dated 26.03.2025. After quashing the bill of the complainant for direct theft, OP should have restored the electric supply of the complainant which OP failed to do so. We find that there is a serious lapse on the part of OP amounting to undue harassment to the complainant for no fault of her,
8. We therefore are of the considered opinion that OP is liable to pay the complainant compensation, as per Regulation 73 and 74 read with Schedule-I of the regulations 2017, for the undue harassment caused to the complainant on account of non-restoration of the electric supply of the complainant.
9. Therefore, we are of the considered opinion that the electricity connection of the complainant should be restored immediately.

ORDER

The complaint is allowed. Respondent is directed to restore the electricity connection of the complainant having CA no. 150918943.

OP is further directed to pay complainant a lumpsum compensation of Rs. 10,000/- for undue harassment caused to the complainant on account of non-restoration of the electricity supply.

Attested True Copy

  
Secretary  
CGRF (BYPL)

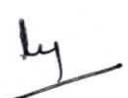
 

Complaint No. 173/2025

OP is 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)

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

  
(P.K. SINGH)  
CHAIRMAN

5 of 5

Attested True Copy

  
Secretary  
CCRF (BYPU)