

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 015/08NKC

C A No. Applied for
Complaint No. 423/2025

In the matter of:

Gunjan GuptaComplainant

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. Suraj Aggarwal, Counsel for the complainant
2. Ms. Akansha Tanvi, Mr. R.S. Bisht, Mr. Nishant, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 15th January, 2026

Date of Order: 09th February, 2026

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

1. The present complaint is filed by Ms. Gunjan Gupta against BSES-YPL, Nand Nagri.
2. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007853485 at premises no. P. No. 1012, Khasra no. 26/13, Mezzanine floor, Village Mandoli, Delhi-110093. It is also her case that OP rejected her application for new connection on the grounds of applied floor mismatch.

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Secretary
CGRF (BYPL)

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3. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises no. P.No. 1012, Khasra No. 26/13, Mezzanine floor. Village Mandoli, Delhi-110093 vide request no. 8007853485.

Reply further submitted that the application of the complainant for new domestic connection has been duly rejected on the grounds of floor mismatch/wrong floor applied. The complainant applied for mezzanine floor instead of first floor in a ground plus two floors mix use building, where ground floor is utilized for non-domestic purpose and first floor for domestic purpose.

4. The complainant in its rejoinder refuted all the objections raised by respondent in its reply. It is further stated that inspection sketch filed by OP along with their reply shows that the site inspector himself has shown the applied area as M floor (Mezzanine floor).

5. Arguments of both the parties were heard.

6. Before disposal of the present complaint the relevant regulation applicable in the present case is narrated here:

10. New and Existing Connections:-

(1) General:-

(vi) Wherever, one dwelling unit has been sub-divided and separate kitchen as well as separate entry is available, second electric connection may be given to the lawful occupant.

7. Perusal of the inspection report placed on record by OP and the site photographs, it is clearly shown that the mezzanine floor is dwelling unit, thus the new connection under domestic category can be given at the applied address.

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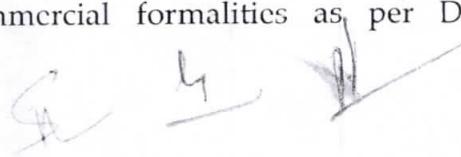
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8. From the narration of facts and material placed before us we find that the objection raised by OP for not releasing the new electricity connection to the complainant is unjustifiable. The complainant has placed on record GPA in her favour dated 05.04.2025. OP's Inspection Report itself states that the complainant has applied for new electricity connection on the mezzanine floor, therefore, OP's rejection is not justifiable.
9. The complainant also filed an affidavit/undertaking stating therein that he had applied for domestic connection for mezzanine floor in domestic category with 1 KW load, and he will not use this connection for other floor and other category.
10. OP vide its mail dated 02.02.2026 verified the affidavit/undertaking given by the complainant and also placed on record site photographs showing that the premises of the complainant are being used for domestic purpose only.
11. Since the objection of OP for release of new electricity connection is not sustainable, therefore, we don't find any hurdle in releasing the new electricity connection as applied for by the complainant.

ORDER

The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007853485 at premises no. 1012, Khasra no. 26/13, Mezzanine floor, Village Mandoli, Delhi-110093 after completion of other commercial formalities as per DERC Regulations 2017.



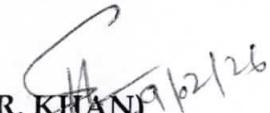
Complaint No. 423/2025

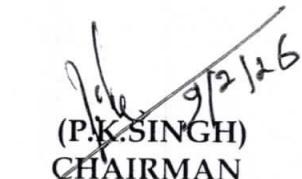
OP is further directed to file compliance report within 21 days of the action taken on this order.

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

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