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-StationBuilding BSES (YPL) Regd. Office Karkardooma
Shahdara, Delhi-110032
Phone: 32978140 Fax: 22384886
E-mail:cgrfbypl@hotmail.com
SECY/CHN 015/08 NK

C A No. Applied For
Complaint No. 171/2026

In the matter of:

Harsh .....Complainant

VERSUS

BSES Yamuna Power Limited .....Respondent

Quorum:

1. Mr. Shalabh Kumar, Chairman
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. S.R. Khan, Member (Technical)

Appearance:

1. Mr. Neeraj Kumar, Counsel for the complainant
2. Mr. R.S. Bisht, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER
Date of Hearing: 12th November, 2026
Date of Order: 17th November, 2026

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

1. The brief facts of the grievance are that the complainant has applied for new electricity connection vide request no. ONSRD0408269352 (8008461371) at premises no. 959, First Floor, Illahi Bux Road, Naiwala, Gali No.5, Karol Bagh, Delhi-110005, but application of the complainant for new electricity connection was rejected by OP on grounds of "Sale Deed/ Gift Deed/ Conveyance Deed/ GPA/ Bank Sale Certificate/ Mutation Certificate/ Sub Division Agreement Khatoni/ Girwari- Ownership Proof Required".

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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. 959, First Floor, Illahi Bux Road, Naiwala, Gali No.5, Karol Bagh, Delhi-110005 vide application no. ONSRD0408269352.

It is further submitted that the complainant had not furnished any document recognized under Regulation 10 for establishing his ownership or lawful occupancy of the applied premises. That the Complainant's own representation dated 04.08.2026 expressly states that he is an occupant in alleged settled possession but does not possess title/ ownership documents of the property. He requested that the connection be processed without insisting upon ownership documents.

It is further stated that the complainant also executed an Indemnity Bond dated 04.08.2026 which itself records that he is unable to provide standard proof of ownership/ NOC from the landlord/ co-owner. The bond further states that the proposed electricity connection would not confer title and seeks to indemnify the Distribution Licensee against ownership disputes. The complainant has further relied upon an Electoral Identity card containing an address at 959/5, Street No.5, Faiz Road, Karol Bagh, and an old electricity bill pertaining to CA No. 100480288 in the name of Tara Chand. Neither establishes the lawful occupancy of the complainant.

Complainant further submitted letter issued by the Hon'ble MLA, Karol Bagh in which it was stated that the complainant does not possess property ownership documents and requests to release the new connection on the basis of other available documents. Regulation 10 of the DERC Supply Code, 2017 also quoted.

That the complainant also submitted the order dated 06.10.2025 passed by the Hon'ble High Court of Delhi in W.P.(C) 11365/2025 titled Smt. Deepti & Anr. V. Tata Power Delhi Distribution Ltd. &Ors.

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It is submitted that the directions issued in the aforesaid matter were specific to the facts, circumstances and submissions recorded in that particular case and therefore cannot be mechanically transplanted to the present dispute. The order itself records the stand of TPDDL that it was willing to install a new electricity meter without going into the issue of ownership of the property. It is further stated that the application was rejected at the initial documentary scrutiny stage and other commercial formalities such as CF/TF, feasibility and detailed site-related requirements are not done.

3. The complainant in its rejoinder submitted the allotment letter of the said premises dated 15.11.1985 is in the name of Tara, Grandfather of the complainant. Further a new connection was released vide CA No. 100480288 in the name of Tara. The above said connection was disconnected due to Non-Payment of pending electricity dues.

It is further submitted that all legal successor are expired and the complainant presently is in possession of the applied premises. Death Certificate of Grandmother and Grandfather submitted. That recently many more direct theft cases has been settled in PLA by the complainant which were booked on the subject property. Complainant also submitted settlement Order of the direct theft bills.

4. During the course of the arguments, Counsel for the complainant was directed to submit NOC from MCD mentioning therein that the complainant is legal occupant of the property where new connection has been applied for. That the Counsel for the complainant failed to produce NOC or any other ownership documents or any other document proving his lawful occupancy of the premises.

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5. Arguments of both the parties are heard.

6. From the perusal of the facts and materials placed before us, we find that the complainant has applied for new electricity connection at premises No. 959, First Floor, Illahi Bux Road, Naiwala, Gali No.5, Karol Bagh, Delhi-110005 which was rejected by O.P due to lack of proper ownership documents which establishes the lawful ownership/occupancy of the complainant. That the complainant relied upon the allotment letter dated 15.11.1985 in the name of Tara, Grandfather of the complainant and a disconnected meter in the name of Tara vide CA No. 100480288 which was disconnected due to Non-Payment. That the complainant has not submitted any title deed, registered conveyance deed, GPA, allotment/possession letter, valid lease agreement, qualifying rent receipt, mutation document or other prescribed proof in his favour in respect of the applied First Floor premises.

7. Before the final disposal of the present case, Regulation 10 of the DERC Supply Code, 2017 should be taken into consideration:-

Regulation 10(1)(v) recognizes that "On the request of applicant, an independent electric connection shall be given to the owner/lawful occupant on each floor of the premises".

Regulation 10 (1)(vii) clarifies that "The electricity bill shall be only for electricity supply to the premises occupied by the consumer and shall not be treated as having rights or titles over the premises".

Regulation 10(3) states that:-

(3) Proof of ownership or occupancy of the premises:-

Any of the following documents shall be accepted as the proof of ownership or occupancy of premises:-

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(i) certified copy of title deed;

(ii) certified copy of registered conveyance deed;

(iii) General Power of Attorney (GPA);

(iv) allotment letter/possession letter; DERC (Supply Code and Performance Standards) Regulations, 2017 Page 15 of 121.

(v) valid lease agreement alongwith undertaking that the lease agreement has been signed by the owner or his authorized representative;

(vi) rent receipt not earlier than 3 (three) months alongwith undertaking that the rent receipt has been signed by the owner or his authorized representative;

(vii) mutation certificate issued by a Government body such as Local Revenue Authorities or Municipal Corporation or land owning agencies like DDA/L&DO;

(viii) sub-division agreement;

(ix) For bonafide consumers residing in JJ clusters or in other areas with no specific municipal address, the licensee may accept either ration card or electoral identity card mandatorily having the same address as a proof of occupancy of the premises.

8. The above stated regulations clarifies that the electricity connection may be given to an owner/lawful occupant of a premises and the supply of electricity to the premises occupied by the consumer shall not be treated as conferring rights or title over the premises, and also stated the documents acceptable as a proof of ownership or occupancy of premises. That the complainant failed to produce any of the documents which establish his lawful ownership/occupancy.

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9. Thus, we come to the conclusion that without proper proof of lawful ownership/occupancy, the respondent cannot be directed to release the new electricity connection. Regarding the theft bills settled by the complainant does not prove the ownership/occupancy of the complainant of subject property.

ORDER

The complaint is dismissed. The respondent has rightly rejected the application of the complainant for new electricity connection. The respondent is further directed that if in near future the complainant furnishes any document from MCD or any other authorised agency which proves his ownership or occupancy of the subject premises, OP should release the new electricity connection to the complainant after completion of other commercial formalities by the complainant.

The parties are hereby informed that the 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.

17/11/26
(P.K. AGRAWAL)
MEMBER (LEGAL)

17/11/26
(S.R. KHAN)
MEMBER (TECH.)

17/11/2026
(SHALABH KUMAR)
CHAIRMAN

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