

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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SFCYUUN 01508NKS

C A No. 101006862 85/2025
Complaint No. 539/2024

In the matter of:

Jitender Kumar GoelComplainant

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)
4. Mr. H.S. Sohal, Member

Appearance:

1. Mr. Jitender Kumar Goel, Complainant
2. Mr. Akash Swami, Mr. R.S Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, on behalf of respondent.

ORDER

Date of Hearing: 20th May, 2025

Date of Order: 21st May, 2025

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

1. The brief facts of the case giving rise to this grievance are that the complainant applied for name change vide request no. OOLNR1802256645 against CA no. 101006862, installed at premises no. 649-A, Guru Ram Dass Nagar, Laxmi Nagar, Delhi-110092, but respondent rejected the application of the complainant for name change on grounds of application/document incomplete/not OK.

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Secretary
RI (RVPL)

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2. The respondent in reply briefly stated that the complaint has been filed by the complainant seeking name change of the existing connection having CA no. 101006862 which as on date stands in the name of Asha Mishra & Rajni. The request for change of name was denied as the instant complaint is defective as the complainant has not been able to establish how he holds locus to get the name change of the existing connection.

Reply further added that as per the title documents filed by the complainant, he is the owner of the second floor of premises bearing address 649-A, Guru Ram Dass Nagar, Laxmi Nagar, Delhi but the connection against which the change of name is sought does not bear any floor.

Hence, title documents contain different address which does not tally with the address against which change of name is sought i.e. CA no. 101006862.

3. Complainant filed rejoinder refuting the contentions of the respondent as averred in their reply and submitted that he and his wife Pooja Kansal are joint owners of the flat bearing address 649-A, 2nd floor, Guru Ram Dass Nagar, Laxmi Nagar, Delhi-110092. The complainant also filed complete chain of property documents since the year 2005. The complete property chain is as under:

- a) The property was transferred via GPA from Sh. Kamal Dua & Mrs. Raj Kumari Arora, in favour of Mrs. Asha Mishra & Rajni Mishra in the year 2005.
- b) Asha Mishra gifted her share to Rajni on 12.06.2013.
- c) Rajni sold the property in question to Sushila Devi & Others on 25.06.2019.
- d) Sushila Devi & Others sold the property to Pooja Kansal and Jitender Kumar Goel on 09.12.2024.

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4. During the course of arguments, OP was directed to produce K.No. file of connection having CA no. 101006862 and also conduct site visit to ascertain the factual position at site and the number of existing meters and their usages.
5. The site visit report filed by OP stated that meter no. 11442542 is being used at second floor and K.No. file of CA No. 101006862 is not traceable.
6. In view of the above we are of considered opinion that the subject meter is installed at the premises of the complainant i.e. 2nd floor of the premises no. 649-A, Guru Ram Dass Nagar, Laxmi Nagar, Delhi-110092.
7. Therefore, the name change of the connection sought by the complainant cannot be denied.

ORDER

The complaint is allowed. Respondent is directed to effect the name change as applied for by the complainant in the name of Pooja Kansal & Jitender Kumar Goel from the existing names of Asha Mishra & Rajni.

This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

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Secretary
JRF (BYPL)

Complaint No. 85/2025

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.


(H.S. SOHAL)

MEMBER


(P.K. AGRAWAL)

MEMBER (LEGAL)


(S.R. KHAN)

MEMBER (TECH.)


(P.K. SINGH)

CHAIRMAN

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Secretary
CGRF (BYPL)