



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: cgrfbypl@hotmail.com
SECY/CHN 015/08NKS

C A No. Applied for
Complaint No. 234/2025

In the matter of:

Jyoti Sharma

.....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. Shanky R.S. Gupta, A.R for the complainant
2. Mr. Divyam Nandrajog, Mr. Jai Singh Rawat, Mr. R.S. Bisht & Mr. Akshat Aggarwal, on behalf of respondent.

ORDER

Date of Hearing: 04th November, 2025

Date of Order: 10th November, 2025

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

1. The present complaint has been filed by Ms. Jyoti Sharma against BYPL- Nand Nagri.
2. The brief facts of the complaint are that the complainant applied for new electricity connection vide request no. 8007543590 at premises no 30/29-C, Shop Babarpur, Maujpur, Hariom Gali-2, Shahdara, Delhi-10032

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Secretary
CGRF (BYPL)

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It is also her case that her application for new connection was rejected by OP on the grounds of clinic registration required and EDMC same site in the shape of unauthorised construction at GF, FF, SF and TF.

3. The respondent in its reply submitted that the complainant is seeking new electricity connection at 30/29-C, GF shop, Babarpur, Maujpur, Hariom Gali -2, Shahdara, Delhi-110032. Reply further stated that as per site visit dated 2.04.225, it was found that the complainant is running a dental clinic and she was asked to provide clinic registration certificate. Reply also stated that as per serial no. 81 of the letter dated 12.12.2017 with reference number EE(B)-II/SH-N/2017/D-805, the erstwhile EDMC informed the OP that property bearing no. 30/29, Hariom Gali no. 2, Babarpur, Shahdara, Delhi stood booked for unauthorised construction. The complainant was asked to provide NOC from MCD or a completion and occupancy certificate with the clinic registration.
4. The complainant filed an application that his case be put up for arguments directly.
5. On hearing dated 18.09.2025, both the parties were directed to conduct joint site visit. The site visit report submitted by OP states that total area is 150 sq yard. Same address both premises exist at site. At the site visit time shop vacant and EDMC not confirmed.
6. Arguments of both the parties are heard.

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7. From the narration of facts and material placed before us we find that application of the complainant for new electricity connection at shop which was rejected by OP on grounds of MCD booking. The site visit report of OP itself says that MCD booking is not confirmed. Also, there are multiple connections on different floors are already installed at the applied premises since 2014. Therefore, it appears that MCD booking pertains to other portion of the building.

On the basis of the site visit report submitted by OP, it is clearly evident that OP itself is not sure whether the premise of the complainant is booked or not. Therefore, denying connection to the complainant is not justified.

8. Therefore, in view of above, OP is directed to release the new electricity connection to the complainant without asking for NOC from MCD. Since Water and electricity are integral part of right to life. Hon'ble Supreme Court in the matter of Dilip (Dead) LR vs Satish, in case no. SCC online SC810 dated 13.05.2022 has held that electricity is basic amenity which a person cannot be deprived off. Even on the principle of law there should be equity before law and equal protection of law in the spirit of constitution.

9. We are of the view that the respondent may be directed to provide the connection with the condition to the complainant.

ORDER

Complaint is allowed. Respondent is directed to release the connection applied by complainant vide application no. 8007543590 at premises no. 30/29-C, shop, Babarpur Maujpur, Hariom Gali-2, Shahdara, Delhi-110032 after completion of all the other commercial formalities as per DERC Supply Code 2017.

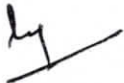
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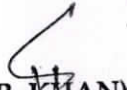
This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

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.


(P.K. AGRAWAL)
MEMBER (LEGAL)


(S.R. KHAN) 10/11/25
MEMBER (TECH.)


(P.K. SINGH) 10/11/25
CHAIRMAN

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