



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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SECY/CHN 015/08NKS

C A No. Applied for Complaint No. 126/2025

In the matter of:

Kamal Singh

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

Appearance:

1. Mr. Kamal Singh, Complainant present in person
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 28th August, 2025

Date of Order: 03rd September, 2025

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

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007242197 at premises no. 73-A, Shop no. 4, Pocket D-2, Ground floor, DDA Janta Flats, Mayur Vihar Phase-3, Kondli Gharoli, Delhi-110096. It is also his case that OP rejected his application for new connection on the grounds of connection already exists. 5 meters are installed at site in DDA flat and shops.

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Attested True Copy

Secretary
CGRF (BYPL)

Complaint No. 126/2025

The complainant in his defence submitted that there are total six shops which belong to different owners and three commercial meters are installed at shop no. 1, shop no. 2 and shop no. 5. Shop no. 3 and Shop no. 4 does not have electricity connections. The complainant is owner of shop no. 4 and seeks new electricity connection at his shop no. 4.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection under commercial category at premises no. 73-A, ground floor, pocket D-2, DDA Janta Flats, Mayur Vihar phase-3, Kondli Gharoli, Delhi-110096 vide application no. 8007242197. The application of the complainant for new connection was rejected on grounds that the applied premises is a DDA flat for which the applicant has applied a NX connection which pertains to the outer portion of the DDA flat, which is a shop. As per site report, it was discovered that the applied shop portion is nothing but an extended part of DDA flat. Already a domestic connection is energized in the DDA flat, and the complainant has applied for new electricity connection under non-domestic category.

Reply further submitted that it was also discovered that there already exist 5 shops and out of same 3 shops already have meters vide meter no. 36019701, 70091122 and 55382962.

3. The complainant in its rejoinder submitted that he has applied for new connection vide request no. 8007160017 on 05.08.2024 which OP rejected on the grounds that three commercial and one domestic meter already exist on this property. The complainant again on 30.10.2024 applied for new electricity connection vide request no. 8007242197, this time also OP rejected his application for new connection that there already exists five meters. It is also his submission that in the existing portion of Janta Flat OP has already released five electricity connections.

He also submitted that he has not done any alteration in structure at the property in question. The complainant further submitted that there are total six shops and in shop no. 1, 2 and 4 OP has already given electricity connections.

4. During the course of arguments, OP was directed to produce the K.No. files of the already released connections in the subject premises.
5. OP produced the K.No. file of connection in the name of Ms. Priyanka Gautam before the Forum. From perusal of the said K.No. files it is transpired that the connection was released in the year 2016. We also perused the electricity bills filed by OP. The latest connection released by OP is of Ms. Afsana, which was released by OP in the year 2022 for shop no. 5 in the subject premises. Most of the shops in the premises have electricity; therefore complainant cannot be deprived of the basic necessity of life.
6. Therefore, OP should release the electricity connection to the complainant. Since OP has raised the objection that the shop portion is nothing but an extended part of DDA flat, thus the complainant should also file an undertaking/affidavit stating therein that if in future any agency/department takes action against the property of the complainant then OP is free to take action as per law.

ORDER

The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007242197 at premises no. 73-A, shop no. 4, Pocket-D-2, ground floor, DDA Janta Flats, Mayur Vihar Phase-3, Kondli Gharoli, Delhi-11096 after completion of other commercial formalities as per DERC Regulations 2017 and submission of undertaking/affidavit as stated above.


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Complaint No. 126/2025

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.


(H.S. SOHAL)
MEMBER


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K.SINGH)
CHAIRMAN
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Attested True Copy

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CGRF (BYPL)