

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

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SECY/CHN 015/08NKS

C A No. Applied for
Complaint No. 229/2025

In the matter of:

Kamla SharmaComplainant

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. Nitin Prashar, A.R for the complainant
2. Mr. Manish Verma, Mr. R.S. Bisht, Mr. Akshat Aggarwal & Ms. Chhavi Rani, On behalf of BYPL

ORDER

Date of Hearing: 15th January, 2026

Date of Order: 19th January, 2026

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

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007046410 at premises no. Shop no. 4, G-190, ground, Main Road, Dilshad Colony extension, Delhi-110095. It is also his case that OP rejected his application for new connection on the grounds of pending energy dues against CA no. 101356101. The complainant further stated that the said dues are not related to the property of the complainant and there are multiple electricity meters installed by BSES in the subject premises without asking for any pending dues.

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Secretary
CGRF (BYPL)

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new NX electricity connection at premises no. shop no. 4, G-190, ground main road, Dilshad colony extension, Delhi-110095 vide request no. 8007046410.

Reply further submitted that the reason for denial for the connection is that firstly, the application for new NX connection was rejected on the requirement of ownership documents. Secondly, the application is rejected due to energy dues found against C A no. 101356101 amounting to Rs. 47,427/- at the premises.

3. The complainant did not file his rejoinder.

4. During the hearing, OP stated that they would release the new electricity connection to the complainant but need new application number. The complainant was directed to provide the same to the OP and OP was also directed to file consumption pattern and details of the dues asked from the complainant.

5. On the final hearing, the OP stated that the dues are pertaining to the period 2011 till 2013 but since the period is archived in SAP, they are unable to provide the consumption or reading chart.

The complainant also filed property documents, which shows that the complainant vide registered sale deed dated 25.04.2024 became the owner of the property in question. The pending dues are in the name of Mohd Ishlam, who nowhere exists in the property chain of the complainant since 1997.

6. From the narration of the facts and material placed before us we find that the application of new connection of the complainant was rejected by OP on grounds of pending dues against CA no. 101356101.

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OP failed to establish that the dues pertain to premises of the complainant only and after 2013, OP has released many connections in the applied building but have not demanded dues from and after a span of 12 years OP is now demanding dues from the complainant which does not even pertains to the complainant.

7. Therefore, in view of the above, we are of considered opinion, that asking the dues from the complainant is unjustifiable, thus OP should release the new electricity connection to the complainant without asking for pending dues from the complainant.

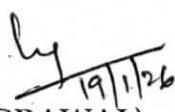
ORDER

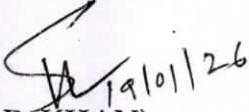
The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no 8007046410 at premises no. Shop no. 4, G-190, Dilshad Colony, Delhi-110095 after completion of other commercial formalities as per DERC Regulations 2017.

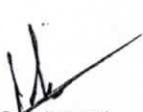
OP is further directed to file compliance report within 21 days of the action taken on this order.

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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Secretary
OPF (B'YPL)