

C A No. Applied For
Complaint No. 455/2025

In the matter of:

KamleshComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. P.K. Agrawal, Member (Legal)

Appearance:

1. Ms. Sakshi Sharma, Counsel for the complainant along with complainant
2. Ms. Akansha Tanvi, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

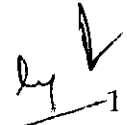
Date of Hearing: 07th April, 2026

Date of Order: 09th April, 2026

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

1. The brief facts of the grievance are the complainant applied for a new electricity connection vide request no. 8007882333 for premises bearing H. No. 371, Ghondli, Near Geeta Colony, Krishna Nagar, Delhi-110051.

The application was rejected by the Opposite Party (OP) on the following grounds of Pole encroachment, outstanding dues, Enforcement dues exist against CA No. 152798816, Ownership proof required.

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Secretary
CGRF (BYPL)

Complaint No. 455/2025

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new domestic electricity connection at premises no. 371, 1st Floor, Village Ghondli, Krishna Nagar, Delhi-110051 vide request no. 8007882333.

Reply further submitted that the respondent on 18.09.2025 carried out inspection of the said premises, wherein it was discovered that there are several violations of the Supply Code which are dealt with herein below:-

(i) The premises where the new connection has been sought by the complainant has completely encroached upon BYPL pole and the requisite distance required to be maintained for safety has not been adhered to.

(ii) That there are pending dues of Rs. 2,25,501/- against CA No.152798816, which has been issued against the premises.

(iii) An enforcement inspection was carried out on 22.11.2007 at the Premises by officials of BYPL, wherein it was found that CA No. 401636600 was indulging in unauthorized use of energy/misuse of electricity/ sub-letting of electricity was made against the complainant and the complainant was directed to pay an amount of Rs.1,11,411/- on or before 07.12.2007.

It is further stated that another inspection was carried out by officials of BYPL on 05.12.2023, wherein once again it was found that unauthorized use of electricity was taking place. Accordingly, an assessment of direct theft amounting to Rs.9,798/- was issued at the premises against CA No.401636599 with a due date of 26.12.2023. Similarly, an assessment of direct theft amounting to Rs.7,102/- was issued against CA No.401636600 with a due date of 26.12.2023.

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3. The complainant in its rejoinder refuted the contents stated in the reply of respondent.

It is stated that the complainant applied only for new electricity connection of 1 KW for his house. The complaint of the complainant is true and correct because many residents of the area are also having connections nearby the electricity pole. It is further stated that the distance between the electricity pole and the house is above 1.2 meters.

It is submitted that the complainant is ready to pay the pending dues of the BSES.

4. Arguments of both the parties were heard.

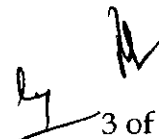
5. After hearing the arguments of both parties and perusing the material available on record, the following issues arise for consideration:

(i) Whether the rejection of the new electricity connection by the respondent is justified?

(ii) Whether the complainant is entitled to a new electricity connection?

It is an admitted position that the complainant applied for a new domestic electricity connection (1 KW) at the subject premises. The respondent rejected the application citing multiple grounds, namely:

- Encroachment on the electricity pole,
- Outstanding dues against the premises,
- Past enforcement cases relating to unauthorized use/theft of electricity,
- Non-submission of ownership proof.


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With respect to **encroachment**, the respondent has alleged that the premises violate safety norms. However, the complainant has disputed the same and stated that adequate distance (above 1.2 meters) exists and that other nearby residents has also been granted connections.

The respondent has not placed on record any conclusive measurement report or technical document to substantiate complete encroachment beyond permissible limits.

Regarding **outstanding dues**, it is noted that dues amounting to Rs. 2,25,501/- are pending against the premises. The complainant, during proceedings, has expressed willingness to clear the outstanding dues. As per settled principles, electricity connection cannot be denied indefinitely if the applicant agrees to clear legitimate dues, subject to verification.

As far as **past enforcement cases** are concerned, the complainant has cleared all the pending enforcement dues and also filed NOC from the enforcement department.

On the issue of **ownership proof**, the respondent is justified in seeking valid documentation. However, rejection without giving an opportunity to furnish the same is not proper.

ORDER

The complaint is allowed. The OP is directed to issue complainant fresh final bill of outstanding dues amounting to Rs. 2,25,501/- after waiving entire LPSC from the bill amount. The complainant is directed to make payment of Rs. 1,00,000/- from the revised bill amount thereafter OP should release the new electricity connection to the complainant and the balance payment is to be paid by the complainant in five equal monthly instalments.

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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.

by
9/9/26
(P.K. AGRAWAL)
MEMBER (LEGAL)

[Signature]
(P.K. SINGH)
CHAIRMAN

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[Signature]
Secretary
CGRF (PYPL)