

C A No. Applied for
Complaint No. 21/2026

In the matter of:

KaushalComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Agrawal, Member (Legal)
2. Mr. S.R. Khan, Member (Technical)

Appearance:

1. Mr. Neeraj Sharma, A.R for the complainant
2. Mr. R.S. Bisht, Mr. Anoop Rawat, Mr. Ravinder Dutta, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 23rd April, 2026
Date of Order: 29th April, 2026

Order Pronounced By:-Mr. S.R. Khan, Member (Technical)

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007991500 at premises no. C-121/4, First floor (Right Side), Bhagat Singh Colony, New Usmanpur, Delhi-110053. It is also his case that OP rejected his application for new connection on the grounds of "LF line passing through applied premises, Removal of Existing meter required-3610558".

1 of 5

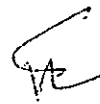
Attested True Copy


Secretary
CGRF (BYPL)

Complaint No. 21/2026

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new domestic electricity connection of 1 KVA at premises no. C-121/4, First floor (Right Side), Bhagat Singh Colony, New Usmanpur, Delhi-110053 vide request no. 8007991500.

Reply further submitted that the Inspection Report clearly records that the applied premises suffers from inadequate and unsafe clearance from LT line and that the LT line is passing through the applied premises. It was further observed that an existing temporary meter bearing No. 36105538 is installed at site and removal of the said meter is required to process any fresh application. It is further stated that the site in question is subject to a Disputed BP No. 910923999 generated on the basis of O&M complaint regarding network encroachment. It was observed that two poles are found touching the newly constructed building and BSES LT cable is found crossing the extended balcony of the building. That the present case involves deliberate encroachment and interference with the electrical infrastructure of the Respondent. A formal written complaint dated 01.06.2025 has been lodged before the Station House Officer, Police Station Usmanpur against Mr. Rohtash. That the complainant has extended construction and balcony in such a manner that LT lines are passing in close proximity to the building and the pole infrastructure is encroached upon. The mandatory minimum horizontal clearance of 1.2 meters and vertical clearance of 2.5 meters in case of low and medium voltage lines and prescribed horizontal clearances have not been maintained. The construction is therefore in direct contravention of Regulation 62 (1) and Regulation 63 of CEA Regulations 2023 read with Section 53 of the Electricity Act 2003.



 2 of 5



Attested True Copy



Secretary
CGRF (BYPL)

Complaint No. 21/2026

3. The complainant in its rejoinder stated that neither there is any pole issue nor any HT/LT line issue near his premises. The HT/LT line is below his balcony/chajja. It is requested to conduct site visit to verify the same.

It is admitted that there is a temporary meter on his premises and if BSES is ready to give the electricity connection then it is requested to remove the temporary meter as well as establish the permanent electricity connection simultaneously.

4. During the course of arguments, OP filed site photographs clearly showing the pole and BSES cable totally encroached by the complainant. The complainant has extended chajja in such a way that the BSES cable is under the chajja/balcony. The pole and DB box is also touching the extended wall of the premises of the complainant.

5. After perusal of the pleadings, documents on record, and arguments advanced by both parties, the following issues arise for consideration:

1. Whether the complainant is entitled to a new electricity connection?
2. Whether the rejection by the respondent (BSES) is justified on grounds of safety violations and encroachment?

6. It is an admitted position that the complainant applied for a new electricity connection vide request no. 8007991500. The respondent rejected the application citing unsafe conditions due to the presence of an LT line passing through/near the premises and the requirement of removal of an existing temporary meter. The respondent has placed on record:

- Inspection report indicating inadequate clearance from LT line
- Existence of temporary meter at site

fr
Attested True Copy

Shayy
Secretary
CGRF (BYPL)

Complaint No. 21/2026

- Photographs showing encroachment of balcony/chajja over electrical infrastructure
- Details of disputed BP and complaint regarding network encroachment

The complainant, on the other hand, has merely denied the allegations and requested a fresh inspection but has not produced any independent evidence to rebut the inspection findings or photographs.

From the material on record, particularly the site photographs, it is evident that the complainant has carried out construction/extension (balcony/chajja) in close proximity to the LT line. The electrical pole and cable are either touching or passing directly adjacent to the structure, thereby compromising safety.

The applicable safety regulations clearly mandate minimum clearance:

- Horizontal clearance: 1.2 meters
- Vertical clearance: 2.5 meters

These requirements are statutory in nature under:

- CEA Regulations, 2023 (Regulations 62 & 63)
- Section 53 of the Electricity Act, 2003

Non-compliance with these provisions creates a hazardous condition, and the electricity provider cannot be compelled to release a connection in violation of safety norms.

Further, the presence of an existing temporary meter and the encroachment dispute reinforces the respondent's stand that the site is not presently fit for a fresh connection. Thus, the respondent's refusal is found to be based on legitimate safety concerns and statutory compliance, and cannot be termed arbitrary or deficient in service.

for
Attested True Copy


Secretary
CGRF (BYPL)


Complaint No. 21/2026


ORDER

In view of the above findings the complaint is **dismissed** as being devoid of merit. The respondent is justified in rejecting the application for new electricity connection under the existing site conditions.

If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

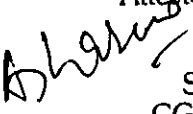
Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.


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


(P.K.AGRAWAL)
MEMBER (LEGAL)

5 of 5

for
Attested True Copy


Secretary
CGRF (BYPL)