

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. 154451520 &154451521

Complaint No. 24/2025

In the matter of:

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

Appearance:

1. Mr. Suraj Aggarwal, Counsel of the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal on behalf of respondent

ORDER

Date of Hearing: 01st May, 2025

Date of Order: 07th May, 2025

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

1. The brief facts of the case giving rise to this grievance are that the complainant applied for Load Enhancement against CA No. 154451520 and 154451521 at premises no. 1/2432/15, Old Property No. 603-612, Ground Floor & First Floor, Main Mandoli Road, Ram Nagar, Shahdara, Delhi-110032, vide requests no. 8007351021 & 8007351019. The application of complainant was rejected by Opposite Party (OP) BYPL on the pretext of ESS Space required and Applicant also removes the partition between the two applied units.

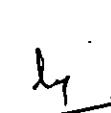
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Secretary
CGRF (BYPL)

Complaint No. 24/2025

But complainant stated that the officials visited his premises two or three times but his application for load enhancement is still pending. Therefore he requested the Forum to direct the respondent for load enhancement.

2. The respondent in reply briefly stated that the present complaint has been filed by complainant seeking for Load Enhancement against CA No. 154451520 and 154451521 at premises no. 1/2432/15, Old Property No. 603-612, Ground Floor & First Floor, Main Mandoli Road, Ram Nagar, Shahdara, Delhi-110032, vide requests no. 8007351021 & 8007351019. The applications of the load enhancement were rejected on account of Firstly; ESS Space required. Secondly; Partition created between the two applied units needs to be removed. Complaint is also hit by Regulation 2017 for Space for Installation of Grid Sub-Station, transformers, service line, meter and other equipments. Respondent stated that in terms of Clause 6 to schedule for Charges and Procedures, 7th Amendment Order dated 01.08.2023, provides that the developer/applicant taking supply of LT Level for any new premises has to provide space for distribution transformer when the total cumulative built-up area of the premises in the plot/building exceeds 2000 square meter or the plot size in 600 square meters or above. Respondent has rightly declined the complainant's request as the same was not found in accordance with the provisions of DER (Supply Code & Performance Standards) Regulations, 2017.

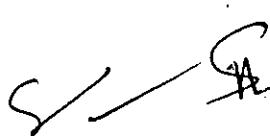
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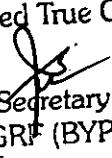
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3. Counsel for the complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that the above connections CA No. 154451520 & 154451521 were approved by respondent on 24.05.2024 only after taking approval from height officials after completing all the necessary formalities, the proof of the truth of which being given respondent itself in this statement. The K No. File of the time of approval of the connection is not being presented by respondent.
4. Heard arguments of both the parties.
5. During the course of arguments the respondent filed site inspection report conducted with the O&M team and as per the site inspection report OP stated that load enhancement is feasible. Moreover complainant has applied load enhancement and not for new connection. Connection for load of 10 KVA is already energized in the applied portion.
6. In view of the above submission of OP, we don't find any hindrance in granting load enhancement to the complainant as applied for by him against CA No. 154451520 & 154451521 installed at 1/2432/15, Old Property No. 603-612, Ground Floor & First Floor, Main Mandoli Road, Ram Nagar, Shahdara, Delhi-110032.

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ORDER

Complaint is allowed. Respondent is directed to load enhancement of the connections of the complainant from the existing transformer or from where the connections have already been provided to the complainant after completion of other commercial formalities as per DERG Regulations, 2017.

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.


(H.S. SOHAL)
MEMBER

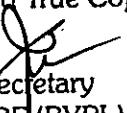

(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.R. SINGH)
CHAIRMAN

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CGRF (BYPL)