



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. 291/2023

In the matter of:

Lata BansalComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. Nishat A Alvi, Member (CRM)
3. Mr. P.K. Agrawal, Member (Legal)
4. Mr. S.R. Khan, Member (Technical)
5. Mr. H.S. Sohal, Member

Appearance:

1. Mr. Vinod Kumar, Counsel of the Complainant
2. Ms. Ritu Gupta, Mr. R.S. Bisht, Ms. Shweta Chaudhary & Ms. Chhavi Rani, On behalf of BYPL

ORDER

Date of Hearing: 29th August, 2023

Date of Order: 01st September, 2023

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

1. This complaint has been filed by Ms. Lata Bansal against BYPL-LNR.
2. The brief facts of the case giving rise to this grievance are that complainant Ms. Lata Bansal applied for new electricity connection vide request no. 800628357.

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At premises no. 45A, Veer Savarkar Block, Shakarpur, Delhi-110092 but respondent rejected the application of the complainant for new connection due to "building height more than 15 meters and lift certificate required, but complainant alleged that both the objections are false.

3. OP in its reply briefly stated that the complainant is seeking new electricity connection at premises bearing no. 45-A, Veer Savarkar Block, Shakarpur, delhi-92. The complainant applied for new connection vide order no. 8006283557 under non-domestic (NX) category for ground floor. The building consists of ground plus four floors over it.

Upon inspection it was found that the building has provision of lift, however, the complainant failed to provide a lift certificate. The request was made for granting a three phase connection, and during inspection no such usage requiring three phase connection could be found. Complainant also stated that there is no requirement of lift though the provision for the same is made.

OP further added that during telephonic discussion with the complainant, the complainant submitted that three phase connection is required for running paper cutting machine as such complainant was asked to submit the requisite license for running the paper cutting machine in commercial building.

4. Representative of the complainant submitted his rejoinder rebutting therein the contentions of the respondent as averred in their reply and submitted that the work of lift is going on and after the completion of lift work; the complainant shall apply a separate connection for lift. He further submitted that the place where he has applied for new

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connection is lying vacant because of no-electricity as he has to run office there and without electricity he cannot install the fixtures like AC and computers etc. He also submitted that he has not applied the connection for running the machine of paper cutting and in this regard, the complainant is ready and willing to give the affidavit/undertaking to the official of the respondent.

5. LR of the OP submitted that the complainant had applied for three phase commercial connection but they are ready to release the new electricity single phase connection to the complainant.
6. The counsel of the complainant agreed to same and would process the application for single phase connection.
7. The complainant is directed to apply for single phase commercial connection and OP is directed to release the same after completion of all the commercial formalities as per DERC Guidelines 2017.
8. The case is disposed off as above.
9. No order as to the cost. Both the parties should be informed accordingly. Proceedings closed.


(P.K. SINGH)
CHAIRMAN


(P.K. AGRAWAL)
MEMBER-LEGAL


(S.R. KHAN)
MEMBER-TECH


(NISHAT AHMAD ALVI)
MEMBER-CRM


(H.S. SOHAL)
MEMBER

Attested True Copy


Secretary
CGRF (BYPL)