

C G R F



B Y P L

# 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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SECRETARIAT OFFICES

C A No. Applied for  
Complaint No. 347/2024

In the matter of:

Laxman .....Complainant

VERSUS

BSES Yamuna Power Limited .....Respondent

Quorum:

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

Appearance:

1. Mr. Laxman, Complainant
2. Mr. R.S. Bisht & Mr. Lalit, on behalf of respondent

## ORDER

Date of Hearing: 27<sup>th</sup> August, 2024

Date of Order: 30<sup>th</sup> August, 2024

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 new electricity connection at premises no. H.No.-E-8, Ground Floor, Kh. No. 188, Gali No. 23, East Gokal Puri, Delhi-110094, vide request no. 8006819535. The application of complainant was rejected by OP on the pretext of Long Service Line & Extension of network required.

Attested True Copy

Secretary  
CGRF (BYPL)

Mr. S.R. Khan

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2. The respondent in reply briefly stated that the present complaint has been filed by complainant seeking for new connection at premises no. H.No.-E-8, Ground Floor, Kh. No. 188, prop no. 8, Gali No. 23, East Gokal Puri, Delhi-110094, vide request no. 8006819535 and old requests no. 8006615993, 8006586641 & 8006070645. The application of complainant was rejected on account of the area to be un-electrified and extension of network required. The subject area, i.e. Khasra No. 188, Property no. 8 is a new plotting area wherein part of the area is electrified and part of the area is not electrified. Thus, the developer who has done the plotting is required to provide a space for ESS as per Regulation 22. It is submitted that the complainant has mentioned few addresses of his neighbors in his complaint stating their CA No.'s and Meter No.'s. It is pertinent to mention here that the applied area is partly electrified and none of the neighbor mentioned in the complaint is an immediate neighbor to his premises.
  
3. The complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that the following applications have been rejected by the respondent on wrong grounds without any proper reason.

S.No.	Application No.	Date
1	8006819535	29.02.2024
2	8006615993	23.10.2023
3	8006586641	12.10.2023
4	8006070645	15.12.2022

The complainant stated that after he applied, his neighbors applied new connections and the respondent got the connections of his neighbors installed.

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4. Heard arguments of both the parties were heard at length.
5. From the narration of facts and material placed before us we find that OP is releasing connections in the area on Pick and Choose policy and Forum has taken strict view of this attitude of respondent. Forum warns OP to not to repeat this type of behaviour else Forum would be forced to take stern action against the OP. There is a serious lapse on the part of the respondent. They have harassed the complainant without reason and rhyme.
6. Thus, the objection of the OP is no justified and we cannot deprive the complainant of electricity. Therefore, OP is hereby directed to grant the application of the complainant for electricity connection in the applied premises.
7. Water and electricity is integral part of right of life. Hon'ble Supreme Court in the matter of Dilip (dead) LR Vs Satish, in the case no. SSC 810 dated 13.05.2022 has held that electricity is basic amenity which a person cannot be deprived off. Even on the principle of law there should be equity before law and equal protection of law in the spirit of constitution.

  
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Secretary  
CGRF (BYPL)

Complaint No. 347/2024

ORDER

The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8006819535 at premises no. E-8, Ground Floor, Kh. No. 188, prop no. 8, Gali No. 23, East Gokal Puri, Delhi-110094.

OP is also directed to file compliance report within 21 days from the date of this order.

The case is disposed off as above.

No order as to the cost. Both the parties should be informed accordingly.  
Proceedings closed.

(P.K.SINGH)  
CHAIRMAN

(S.R. KHAN)  
MEMBER-TECH

(NISHAT AHMAD ALVI)  
MEMBER-CRM

(P.K.AGRAWAL)  
MEMBER-LEGAL

(H.S. SOHAL)  
MEMBER

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Secretary  
CGRF (BYPL)