

# 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

Phone: 32978140 Fax: 22384886  
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SECY/CHN 01508NKS

C A No. Applied for  
Complaint No. 190/2025

In the matter of:

Leena Gupta .....Complainant

VERSUS

BSES Yamuna Power Limited .....Respondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. S.K Khan, Member (Tech.)

Appearance:

1. Mr. Vikrant Malwal, Counsel for the complainant
2. Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, on behalf of respondent.

ORDER

Date of Hearing: 22<sup>nd</sup> July, 2025

Date of Order: 23<sup>rd</sup> July, 2025

Order Pronounced By:- Mr. P.K. Singh, Chairman

1. The present complaint has been filed by Ms. Leena Gupta against BYPL- Chandni Chowk.
2. The brief facts of the complaint are that the complainant applied for new electricity connection vide request no. 8007494236 at premises no. 1755, old no. 802, left side, Gali Kuan Wali, Nai Basti, Delhi-110006.

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Secretary  
CGRF (BYPL)

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It is also her case that her application of new connection was rejected by OP on grounds of MCD objection and requirement of Architect Certificate, which is required for height of building as applied floor is 4<sup>th</sup> floor.

3. The respondent in its reply submitted that the complainant is seeking new electricity connection at 4<sup>th</sup> floor of premises no. 1755, old no. 802, left side gali Kuan wali, Nai Basti, Nahar Sadat Kha, New Delhi-110006 vide request no. 8007494236. The application of the complainant for new connection was rejected as the building where new connection has been sought by the complainant is booked by MCD for unauthorised construction. The complainant's address is mentioned at sl. No. 1 of MCD list dated 26.12.2019. Therefore, no new connection can be granted till the submissions of NOC/building Completion Certificate (BCC) from MCD is obtained and submitted.
4. The complainant in its rejoinder submitted that electricity connection as applied for by the complainant is for 3<sup>rd</sup> floor which the respondent is erroneously showing to be 4<sup>th</sup> floor which is incorrect. She further stated that she completed all the commercial formalities but OP rejected her application without giving her opportunity to her to prove her case. Along with rejoinder the complainant also submitted BCC from MCD and Architect Certificate as desired by OP in their rejection letter.
5. During the course of arguments, OP seeks time for verification of the said BCC filed by the complainant.

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6. On hearing dated 22.07.2025, OP submitted that they have verified the BCC submitted by the complainant and the same is valid and they earlier have also released the connections on the basis of this BCC.
7. In view of the above, we are of considered opinion that the BCC has been verified, therefore, there is no hurdle in releasing the new connection to the complainant.

**ORDER**

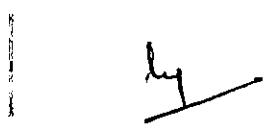
The complainant is allowed. OP is directed to release the new electricity connection to the complainant as applied for vide request no. 8007494236 after completion of all other commercial formalities as per DERC Regulations 2017.

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.

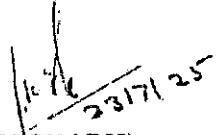
The parties are hereby informed that instant order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

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.

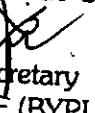
  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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

  
(P.K. SINGH)  
CHAIRMAN

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CGRF (BYPL)