



CA No. 150323835  
Complaint No. 08/2026

In the matter of:

MadhuBala

.....Complainant

**VERSUS**

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

1. Mr. Suraj Aggarwal, Counsel for the complainant
2. Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

**ORDER**

Date of Hearing: 09<sup>th</sup> April, 2026  
Date of Order: 15<sup>th</sup> April, 2026

**Order Pronounced By:-Mr.P.K. Agrawal, Member (Legal)**

1. The brief facts of the grievance are that the complainant applied for Name Change vide request no. OONNG2111256395 against CA No. 150323835 installed at premises no. Kh. No.26/8, G/F, Main Sewa Dham Road, Village Mandoli, Delhi-110093. It is also his case that OP rejected his application for name change on the grounds of "Mismatch between applied address and billing address".

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking Name Change of connection bearing CA No. 150323835, which currently stands in the name of "Mr. Shanti Lal Porwal".

Reply further submitted that as per the existing billing records, the supply address for CA No. 150323835 is: - Kh. No. 26/8, G/F, Main Sewa Dham Road, Village Mandoli, Delhi-110093. This address does not contain a specific property number or sub-division reference as per the municipal/property records, despite the GPA referring to Property No. 26/8/7.

It is further stated that as per TF (Technical Feasibility), the existing meter for CA No.150323835 is still located on a portion of the divided plot which does not match the sub-divided property description (26/8/7) provided in the GPA. That a site verification report also indicated that the meter location does not correspond with the subdivided property for which the name change is sought.

It is further submitted that complainant has to submit the complete and correct documentation to process the name change:-



- (i) A corrected billing address with clear property number (26/8/7) as per municipal records.
- (ii) Shifting of connection in question in his premises.
- (iii) Proof of property subdivision/partition.
- (iv) A fresh application for address correction and name change.
- (v) Any other document as may be required.

3. The complainant in its rejoinder refuted the contents stated in the reply of the respondent except the facts which are specifically admitted.

It is stated that the electricity connection in question is established at the premises for a long time and regular bills are generating, hence, there should be no confusion regarding supply address.

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It is further submitted that Khasra No. is same in all the property papers submitted by the complainant as well as in respondent's record of that electricity connection. This proves that the connection in question belong to the same premises and not other premises. It is also stated that in future for address correction or meter shifting, complainant is ready to apply fresh application. That the request for Name change should not be hurdled on the basis of these points.

Also the meter is established at the premises many years ago and providing electricity. The respondent in its reply admitted that there are not dues pending on the said meter.

In support of the argument, Regulation 17 of DERC Supply Code and Performance Standards Regulations, 2017 was mentioned in the rejoinder.


4. Arguments of both the parties were heard.
5. During the course of arguments, the complainant submitted NOC from the erstwhile owner of the connection i.e. Shanti Lal Porwal, stating therein that he has no objection in transferring the electricity connection in the name of Smt. Mahdu Bala to whom he has sold a portion measuring 315 sq. yards through GPA dated 09.09.2025 from total plot measuring 1000 sq yards.
6. OP stated that they won't accept this NOC of Shanti Lal Porwal, as the connection is installed at the front portion of the property and the complainant is owner of the last plot at the property.
7. This Forum has carefully considered the pleadings, documents on record, and submissions of both parties.





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The following crucial aspects emerge from the record:

(i) **Mismatch in Property Identification**

The billing address recorded with the respondent reflects only Kh. No. 26/8, without any subdivision, whereas the complainant claims ownership of a subdivided portion bearing No. 26/8/7. No cogent and conclusive documentary evidence establishing such subdivision in official records has been placed on record.

(ii) **Discrepancy in Meter Location**

The Technical Feasibility report and site verification clearly indicate that the existing meter is not installed at the portion claimed by the complainant, but at a different part of the property. This fact goes to the root of the matter, as the electricity connection must correspond to the premises for which name change is sought


(iii) **Effect of NOC**

While the complainant has produced an NOC from the erstwhile consumer, the same cannot override the factual position regarding the location of the connection. A mere NOC does not establish that the connection pertains to the specific subdivided portion claimed by the complainant.

(iv) **Applicability of Regulation 17**

Regulation 17 of the DERC Supply Code provides for change of name subject to fulfillment of prescribed conditions. However, such change cannot be permitted where there exists a **substantive dispute regarding identification of premises and location of supply**, as in the present case.



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8. In view of the above findings, this Forum is of the considered opinion that the complainant has failed to establish that the electricity connection in question corresponds to the specific premises owned/occupied by him.


The discrepancies relating to **property subdivision, address mismatch, and meter location** are material in nature and cannot be treated as mere technical irregularities.

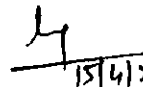
ORDER

The complaint is **dismissed**, and the relief sought for change of name is **denied**.

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) 15/4/26  
MEMBER (TECH.)

  
(P.K.AGRAWAL) 15/4/26  
MEMBER (LEGAL)

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