



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 015/GENKS

C A No. 101253926 & 101253926

Complaint No. 146/2024

In the matter of:

Mamta Gupta

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

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. Shanty RS Gupta, A.R. the complainant
2. Ms. Ritu Gupta, Mr. R.S. Bisht & Mr. Lalit, On behalf of BYPL

ORDER

Date of Hearing: 27th August, 2024

Date of Order: 29th August, 2024

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

1. The brief facts of the case giving rise to this grievance are that the complainant applied for name change of connection having CA no. 101253926 and 101253972 vide application no. OOGTR0412231241 and OOGTR0412231276 installed at premises No. 1/10198, Gali no. 1, West Gorakh Park, Shahdara, Delhi-110092. The application of complainant was rejected by OP-BYPL on the pretext of mismatch found in billing address and ownership proof submission.

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2. The respondent in their reply briefly stated that the complainant is seeking change of name in respect of connection bearing CA No. 101253926 and CA No. 101253972 installed at UGF and second floor of premises no. 1/10198, Gali no. 1, West Gorakh Park, Shahdara, Delhi-110092, in the name of Vinod Kumar Jain and Asha respectively.

Reply further added that for name change the complainant has submitted ownership documents in respect of first floor only. Thus apparently there is mismatch of floor; the request of the complainant for name change was rejected. Also, the complainant is asked to provide back chain of ownership documents.

Also, the two sets of ownership documents one in respect of upper ground floor and other in respect of first floor, the property description is different. In the documents for first floor connection the property description is stilt plus four floors, whereas in the second set the description of the building is UGF plus three floors. Thus the complainant has to produce original property documents for verification.

3. Representative of the complainant alongwith his rejoinder filed set of property documents and also stated that the building structure is stilt parking plus four floor.
4. During the course of arguments, OP was directed to produce K.No. Files of connections in the name of Sh. Vinod and Ms. Asha, in whose name the connections were energized in the year 2009, to ascertain on what basis the connections were released to them back in the year 2009.

OP failed to provide the K.No. files of connections of Vinod Kumar Jain and Asha stating that it is old record and not traceable.

Attested True Copy

5. Heard both the parties and perused the record.

Secretary
CGRF (BYPL)

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6. During the course of hearing on dated 27.06.2024, both the parties came to conclusion that the complainant is required to file an affidavit undertaking therein that she is absolute owner of property no. 1/10198, Street no. 1, West Gorakh Park, Shahdara, Delhi-110032 and her building consists of stilt parking plus upper ground floor, first floor, second floor and third floor.
7. The complainant filed copy of affidavit as per the directions of the Forum.
8. In view of the above, we do not ~~find~~ ^{find ✓} any reason to reject the application of the complainant for name change.

ORDER

The complaint is allowed with direction to OP to effect name change as applied for by the complainant after submission above said undertaking/affidavit by the complainant in the respective division office of OP and completion of other commercial formalities as per DERC Regulations 2017.

OP shall also 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

(P.K.AGRAWAL)
MEMBER-LEGAL

(S.R. KHAN)
MEMBER-TECH

(H.S. SOHAL)
MEMBER

(NISHAT AHMAD ALVI)
MEMBER-CRM

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