



# 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 015/08NK

## C A No. Applied for Complaint No. 376/2025

### In the matter of:

Manish Khan .....Complainant

### VERSUS

BSES Yamuna Power Limited .....Respondent

### Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. S.R. Khan, Member (Technical)

### Appearance:

1. Mr. Suraj Aggarwal, Counsel for the complainant
2. Mr. R.S. Bisht, Mr. Akshat Aggarwal, Mr. Shiven Mishra & Ms. Jyoti Sharma, On behalf of BYPL

### ORDER

Date of Hearing: 09<sup>th</sup> December, 2025

Date of Order: 12<sup>th</sup> December, 2025

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

1. The brief facts of the complaint are that the complainant applied for new electricity connection vide request no. ONGTR2108255927 at premises no. Shop no. B-7, Gandhi Kusht Samiti, Tahirpur, Delhi-110095, but his application for new connection was rejected by OP on the grounds of 'ownership proof required.'

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2. The respondent in its reply submitted that the Complainant filed the present Complaint for release of new electricity connection under applied via order no. ONGTR2108255927 for 1 Kw load at shop no. B-7, ground floor, Gandhi Kusht Ashra Samiti, Shree Ram Mandir Market, Tahirpur, Delhi-110095 being rented shop. The OP further stated that the application of the complainant was rejected on grounds of 'application/documents incomplete/not ok/ownership proof required/owner's NOC with self attested ID proof pending.

Reply further stated that site of the complainant was visited and it was observed as under:

- a) No electricity meter exists at applied premises.
- b) The complainant intends to use the connection for running spare parts business.
- c) The premises is located under a High Tension (HT) line at approximately 25 feet, rendering it unsafe and non-compliant with safety norms of DERC Regulations 2017
- d) There exist pending dues of Rs. 3158/- against CA no. 101193840 in the name of Mr. Karamat Khan,

Therefore, for release of new electricity connection in the name of the complainant the complainant has to remove all these objections.

3. The Complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that he has submitted rent receipt as proof of occupancy and also an undertaking that the said rent receipts are duly signed by the owner of the property. Regarding pending dues, the complainant stated that he is only a tenant and has no relation with any other person of the property thus he is not liable to pay the pending dues. Regarding HT line objection of OP, OP's reply itself said that the line is approx 25 feet away from his premise.

4. Arguments of both the parties are heard.
5. The relevant Regulation regarding proof of ownership for release of new electricity connection is quoted here below:

**10. New and Existing Connections:-**

**(3) Proof of ownership or occupancy of the premises:-**

(vi) rent receipt not earlier than 3 (three) months alongwith undertaking that the rent receipt has been signed by the owner or his authorized representative;

Regarding HT line, the complainant stated Regulation 62 and 63 of CEA guidelines which are as under:

**63. Clearance from buildings of lines of voltage and service lines not exceeding 650 Volts.-**

(1) An overhead line shall not cross over an existing building as far as possible and no building shall be constructed under an existing overhead line.

(2) Where an overhead line of voltage not exceeding 650 V passes above or adjacent to any building or part of a building it shall have on the basis of maximum sag a vertical clearance above the highest part of the building immediately under such line, of not less than:-

(i) For lines of voltages exceeding 650 V - 3.7 metre;  
and upto and including 33 KV

(ii) for lines of voltages exceeding 33 KV - 3.7 metre plus 0.30 metre  
for every additional 33 KV  
or part thereof.

(3) The horizontal clearance between the nearest conductor and any part of such building shall, on the basis of maximum deflection due to wind pressure, be not less than -

(i) for lines of voltages exceeding 650 V - 1.2 metre;  
and upto and including 11 KV

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(ii) for lines of voltages exceeding 11 KV  
And upto and including 33 KV - 2.0 metre;

(iii) for lines of voltages exceeding 33 KV - 2.0 metre plus 0.3 metre for every additional 33 KV or part thereof.

(4) For high voltage direct current systems, the vertical and horizontal clearances, on the basis of maximum deflection due to wind pressure, from buildings shall be maintained as below;

Sl. No.	High Voltage direct current	Vertical Clearance (metre)	Horizontal Clearance (metre)
1	100KW	4.6	2.9
2	200 KW	5.8	4.1
3	300 KW	7.0	5.3
4	400 KW	7.9	6.2
5	500 KW	9.1	7.4
6	600 KW	10.3	8.6
7	800 KW	12.4	10.7

5) The vertical and horizontal clearances shall be as measured as illustrated in Schedule VIII C

Explanation: - For the purposes of this regulation, the expression "building" shall be deemed to include any structure, whether permanent or temporary.

**Safety of electrical installations:-** (1) The Licensee and the consumer shall, in every respect, comply with the provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time.

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6. In view of the above, regulations, the complainant, for proof of ownership has submitted three months rent receipt and undertaking by the complainant as specified in the Regulations. For HT line, as per guidelines, the distance should not be less than 3.7 metre whereas the distance from the complainant's premise and HT line is approx. 25 feet (as stated in OP's reply) which is almost around 7.5 metres, therefore we feel that there is adequate distance between the pole and the premises. Regarding pending energy dues, the complainant should pay the same as the said dues are on property, OP shall waive off the entire LPSC amount from the pending bill and complainant should clear the balance bill for release of new electricity connection.
7. From perusal of the above stated Regulation and documents placed on record, the OP's three objections are fulfilled, therefore, we do not find any hurdle in release of the new electricity connection as applied for by the complainant.
8. Accordingly, the complaint is allowed. The respondent should release the new electricity connection to the complainant after payment of pending bill.

ORDER

The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. ONGTR2108255927, at premises no. Shop no. B-7, Gandhi Kusht Samiti, Tahirpur, Delhi-110095 after completion of all other commercial formalities as per DERC Regulations 2017.

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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.



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



(P.K. SINGH)  
CHAIRMAN

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