

# 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 015/08NKS

## C A No. Applied for Complaint No. 184/2025

### In the matter of:

Manju Devi Gupta

.....Complainant

### VERSUS

BSES Yamuna Power Limited

.....Respondent

### Quorum:

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

### Appearance:

1. None present on behalf of the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Mr. Anil Kumar Pandey, Ms. Arpita Verma, Mr. Akshat Aggarwal & Ms. Jyoti Sharma, On behalf of BYPL

### ORDER

Date of Hearing: 2<sup>nd</sup> December, 2025

Date of Order: 3<sup>rd</sup> December, 2025

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

1. The brief facts of the grievance are that the complainant applied for new electricity connections vide request no. 8007569955, 800759968 and 8007569971 at premises no. 555/3/4, Old No.555, Mansarovar Park, Banke Bihari Gali, G.T. Road, Delhi-110032 and respondent rejected the application of the complainant due to "EDMC Verification required and Unauthorized Construction". But Complainant stated that she has applied for domestic connection and this MCD Objection is of other premises and she has no link to this objection and requested the Forum to direct the respondent for release of new connection.

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking multiple new electricity connections vide request No. 8007569955, 8007569971, 8007569968 at first second and third floor of premises no. 555/3/4, Old No.555, Mansarovar Park, Banke Bihari Gali, G.T. Road, Delhi-110032.

Reply further submitted that the applied premise of the complainant is under MCD Booking List on multiple occasions i.e. (1) dated 16.09.2021 at serial no.10,11,12,13,14,15, (2) dated 21.01.2021 at serial no.14, (3) dated 16.11.2021 at serial no.13. Reply further stated that complainant should get the NOC from MCD, MRO of temp meter required having meter no.35870976. Reply further stated that no title document filed by the Complainant, thereby violation of Regulation 10(3) of the DERC SUPPLY CODE 2017.

3. The complainant in its rejoinder refuted the contents in the reply of the respondent and stated that the complainant had applied for temporary connection and thereafter the respondent installed the same on 10.09.2023 and at that time, the property was not booked in MCD objection list. It is further stated that the complainant has already submitted the title documents of the said property at the time of applying of new electricity connection.

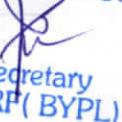
4. Arguments of both the parties were heard.

5. From the narration of facts and material placed before us we find that the complainant's application for new electricity connection was rejected by OP on grounds of MCD booking, temporary connection at site and requirement of title documents.



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6. Regarding objection of OP of title documents the counsel for the complainant submitted that he has submitted the required documents at the time of application for new connection.

- Regarding MCD booking :- The recent Judgment of Hon'ble Delhi High Court vide no W.P. (c) 7618/2023 & CM appl. 29530/2023, CM Appl. 70837/2025 dated 13.11.2025 has held as under

**"19. Thus, considering the detailed discussion hereinabove, this Court is of the view that there is no impediment with the petitioner company to grant or continue with electricity connection in the premises, where such premises are booked for unauthorized construction. However, as and when MCD takes any coercive action against such properties, which are booked for unauthorized construction, the MCD shall duly intimate the concerned electricity companies, in that regard.**

**20. The electricity company shall be free to disconnect the electricity connection, as and when such request or direction is given by the MCD, at the time of taking action against the unauthorized construction in the properties in question.**

The Government of National Capital Territory of Delhi (Department of Power) vide their circular no. E.11/2025/Power/7091-97 dated 17.11.2025 also directed DISCOMs to not to deny or discontinue electricity supply in premises merely because the property is booked for unauthorized construction.

**To disconnect electricity only upon receiving formal intimation from MCD at the time of demolition/sealing action.**

7. In view of the above directions of Hon'ble High Court of Delhi and notification from Govt. of NCT of Delhi, we are of the opinion that the new electricity connection to the complainant cannot be denied. Therefore, OP should release the electricity connection to the complainant as applied for by him.

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8. Regarding, temporary meter at site, the complainant should get the same removed from site for release of the new electricity connection.

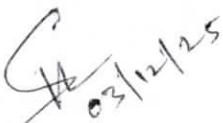
ORDER

The complaint is allowed. OP is directed to release the new electricity connections as applied for by the complainant vide request no. 8007569955, 800759968 and 8007569971 at premises no. 555/3/4, Old No.555, Mansarovar Park, Banke Bihari Gali, G.T. Road, Delhi-110032 after completion of other commercial formalities as per DERC Regulations 2017 and removal of temporary connection. The complainant is further directed to file an affidavit/undertaking stating that if any authority/department takes any action against the property of the complainant OP should be free to take action as per law.

OP is further directed to file compliance report within 21 days of the action taken on this 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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