



# 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. 398/2024

In the matter of:

Mazkira .....Complainant

**VERSUS**

BSES Yamuna Power Limited .....Respondent

Quorum:

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

Appearance:

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

## ORDER

Date of Hearing: 10th December, 2024

Date of Order: 23rd December, 2024

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

1. The brief facts of the case giving rise to this grievance are that the complainant applied for new electricity connection at premises no. A-49, Jhuggi, Rani Garden, Shastri Nagar, Delhi-110031, vide requests no. 8006488224, 8004840478 (old) & ONKNR11032440830 (New). Complainant stated that she has applied new connection two or three times but respondent did not install the meter. Therefore, she requested the Forum to direct the respondent for release of new connection.

Complaint No. 398/2024

2. The respondent in reply briefly stated that the present complaint has been filed by complainant seeking for one new connection at premises No. A-49, Jhuggi, Rani Garden, Shastri Nagar, Delhi-110031, vide request no. ONKNR11032440830. The application of the new connection was rejected on pretext of outstanding dues against enforcement bills. As terms of deficiency letter dated 19.04.2024 were not adhered to within a period of thirty days, the same stands automatically canceled. It is clarified that as on date no dues are claimed from the complainant. As of now connection is on hold as the premises are situated in Thokar 14. OP had received letters dated 12.09.2023 and 10.04.2023 from DDA addressed to Deputy Commissioner of Police whereby police assistance was sought for removal of encroachment on DDA land between Thokar no. 14 to Thokar No. 16. The said letters were duly copied to OP as well. To the knowledge of OP, attempts were also made for demolition which could not be carried out due to protest at site.

Accordingly, as on now as it is to the knowledge of OP that connection is sought by a person whose status is that of encroacher and efforts are taken for removal for encroachment by the owner of property of DDA as such no new connection is granted.

The new connection can be provided as per DERC (Supply Code and Performance Standards) Regulations, 2017, as per regulations are required to be filed as proof of occupancy/ownership.

3. Both the parties were directed to conduct joint site visit report dated 09.12.2024 placed on record which states that
  - a) Applied Jhuggi found fully burnt at the time of visit along with others Jhuggis.
  - b) Nearest supply pole no. B643.

Complaint No. 398/2024

4. Heard arguments of both the parties at length.
5. During the course of arguments and site visit report dated 09.12.2024, it is transpired that the Jhuggi where the new connection has been sought by the complainant is now found burnt. The complainant also admitted to this fact.
6. In view of the above fact, we are of the considered opinion that the connection applied for by the complainant cannot be granted; there is no premise either temporary or permanent where the connection can be granted.
7. Therefore, we do not find any ground for release of the new connection to the complainant and feel that the application of the complainant is rightly rejected by OP.

ORDER

The complaint is rejected. OP has rightly rejected the application of the complainant.

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

Attested True Copy

  
Secretary  
CGRE (BYPL)