



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 015/08NKS

C A No. Applied For
Complaint No. 281/2025

In the matter of:

Meera Sawhney

.....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)
4. Mr. H.S. Sohal, Member

Appearance:

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

ORDER

Date of Hearing: 25th September, 2025

Date of Order: 09th October, 2025

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

1. The brief facts of the case giving rise to this grievance are that complainant applied for new electricity connections vide request no. 8007715640 at premises no. shop no. 93, Old Rajinder Nagar, Near Safal Mother Dairy, Delhi-10060. It is also her submission that OP rejected her application for new electricity connection on the grounds of pole encroachment and pending dues of CA no. 100495298 and 100570774.

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Secretary
CGRF (BYPL)

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7. In view of the above, we are of considered opinion that the objections raised by OP for not releasing the new connections to the complainants are not justified. Thus, we don't find any grounds for delay in release of new electricity connection to the complainant. Regarding pending dues, OP has not filed any details but the connections are in the name of erstwhile owner of the property therefore it seems that the dues pertains to the same premises. OP is directed to waive off the entire LPSC from the pending bills.

ORDER

The complaint is allowed. Respondent is directed to release the connections applied by complainant after completion of all the commercial formalities, payment of pending dues and after giving the undertaking regarding the fact that the complainant will be responsible for any mis-happening due to improper clearance from the pole.

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.

(H.S.SOHAL)
MEMBER

(P.K. AGRAWAL)
MEMBER (LEGAL)

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

(P.K.SINGH)
CHAIRMAN

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2. The respondent in reply briefly stated that the complainant is seeking installation of new NX connection for premises bearing no. shop no. 93, ground floor, old Rajender Nagar, Near Safal Mother Dairy, Delhi-110060 vide request no. 8007715640. The application of the complainant for new connection was rejected on the grounds that the BSES YPL pole found encroached making it unfeasible for the grant of new electricity connection. Also, there are pending dues against CA No. 100495298 and 100570774 for Rs. 5420/- and Rs. 2836/- respectively.
3. The complainant did not file rejoinder. The complainant filed photographs of the site.
4. From perusal of the photographs placed on record, it is clear that the pole is between the two building and not in front of the premise of the complainant. From the photographs it is also evident that OP has released the connection in the adjoining building from the same pole. Therefore, we do not find any hurdle in releasing the new electricity connection to the complainant.
5. Regarding the dues which OP has asked from the complainant against CA no. 100495298 and 100570774 for Rs. 5420/- and Rs. 2836/- respectively. The bills are in the name of Daya Singh who was erstwhile owner of the said premises. The OP was directed to produce the details of the bills which the OP failed to submit.
6. As per law mentioned in Regulation 60 (3) of CEA Regulation 2010 if the distance is less than 1.2 meter, connection can be given if it is adequately insulated. There is no dispute regarding the fact that the supply of electricity is totally insulated wire. Hence, on this very ground complainant cannot be deprived of the electricity connection.

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Secretary
CGRF (BYPL)