



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. 40/2026

In the matter of:

Mohd Daud-II

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

1. Mr. Suraj Aggarwal, Counsel for the complainant
2. Mr. R.S. Bisht, Mr. Ajit Kumar, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal On behalf of BYPL

ORDER

Date of Hearing: 21st July, 2026

Date of Order: 22nd July, 2026

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

1. The complainant has filed the present grievance alleging that the respondent wrongfully rejected his application for a new electricity connection bearing Request No. **8008163964** for the premises situated at H.No. A-197-A, Kh. No. 48/21, A-Block, First Floor, Right Side, Gali No. 3, Mahalaxmi Enclave, Karawal Nagar, Delhi-110094 on the ground of "ESS space required."

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Secretary
CGRF (BYPL)

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Complaint No. 40/2026

2. The respondent, in its reply, has submitted that upon site inspection, it was found that the existing electricity distribution network in the locality is technically not feasible to accommodate additional load. It has been contended that the area has been developed by carving out several smaller plots from a larger parcel of land measuring approximately 800 sq. yards without provision of the requisite Electric Sub-Station (ESS) space. The respondent has further stated that the existing network is overloaded and requires augmentation. It has also been submitted that an earlier electricity connection issued in the locality was found to have been released erroneously and a disconnection notice has been issued in that regard.
3. The complainant in rejoinder has disputed the respondent's stand and asserted that his plot measures only about 80 to 100 sq. yards, that several electricity connections already exist in the vicinity, and that the requirement of ESS space is arbitrary and unjustified. The complainant has also relied upon electricity connections released by the respondent in the same locality during the period from June 2024 to December 2025.
4. During the course of arguments, the respondent fairly submitted that the augmentation of the existing distribution infrastructure has already been taken up under **Scheme No. KW25UT4024** for augmentation of the transformer capacity from 990 KVA to 1600 KVA at Mahalaxmi Enclave under the Capex Plan for FY 2026-27. It was further submitted that the proposal is presently under DERC approval and the augmentation work is expected to be completed by the end of the current financial year, after which the complainant's request for electricity connection can be processed.
5. The Forum has carefully considered the pleadings, documents placed on record, and the submissions advanced by both parties.

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6. The respondent has not denied the complainant's eligibility for an electricity connection. The rejection is founded solely on the present technical constraint arising from overloading of the existing distribution system. Significantly, the respondent has itself acknowledged that augmentation of the network has already been planned and is under the approval process. Thus, the inability to release the connection is temporary and attributable to the existing technical limitations of the distribution network.

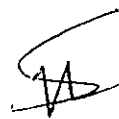
At the same time, the complainant cannot be deprived of electricity indefinitely merely because the respondent's infrastructure requires strengthening. It is the statutory obligation of the distribution licensee to develop and maintain an adequate and efficient distribution system to meet the demand of consumers.

Accordingly, while this Forum is not inclined to direct the respondent to release the electricity connection immediately in the absence of technical feasibility, the respondent is directed to complete the proposed augmentation work under Scheme No. KW25UT4024 expeditiously and, immediately upon completion of the augmentation and availability of technical feasibility, process and release the electricity connection to the complainant, subject to fulfillment of all other commercial and statutory formalities.

The respondent shall keep the complainant informed regarding the status of the augmentation work and shall not insist upon any condition inconsistent with the applicable provisions of the Electricity Act, 2003, the DERC Supply Code and Performance Standards Regulations, and other applicable regulations.

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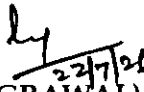
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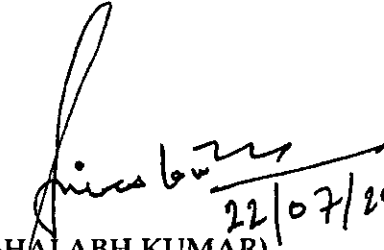
With the above observations and directions, the present complaint stands disposed of.

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.)


(SHALABH KUMAR)
CHAIRMAN
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