

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. 115/2025

In the matter of:

Mohd FarazComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

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. Mohd. Faraz, Complainant
2. Mr. Prashant Sharma, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 01st July, 2025

Date of Order: 02nd July, 2025

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

1. The complainant's grievance is that he applied for name change of electricity connection having CA no. 100876205 vide request no. OOLNR3112240502 installed at premises no. N-13, second floor, Laxmi Nagar, Delhi-110092. The said application of the complainant for name change was rejected by OP on the grounds of billing floor mismatch with ownership proof and floor not mention in billing address as per current practice consider as ground floor but as per ownership proof applicant

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Secretary
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2. In response to complaint of the complainant, OP in its reply submitted that the complainant applied for name change against CA no. 100876205 registered in the name of Mr. Jai Prakash Gogia, installed at N-13, Laxmi Nagar, Delhi-110092. The address mentioned in the application for name change is N-13, SF, Laxmi Nagar, Delhi-110092 while the building address of CA no. 100876205 is N-13, Laxmi Nagar, Delhi-110092 and in the billing address there is no specific floor mentioned.

Reply further submitted that the complainant has submitted ownership documents i.e. registered sale deed dated 18.03.2020 in support of his application and as per sale deed dated 18.03.2020 the applicant is the co-owner of second floor of N-13, Laxmi Nagar, Delhi-110092. Hence, the application of the complainant has been rejected on the ground that the addresses mismatched between applied premises and the billing address of CA no. 100876205.

OP alongwith its reply submitted site visit report which stated that the meter in question is being used at second floor.

3. The complainant in its rejoinder submitted that there are four meters installed in the premises in question and none of the meter installed has floor mentioned in the address. Therefore, he again requested for name change of the concerned CA no.
4. OP was directed to produce K.No. files of the connections installed at said premises. From the perusal of the K.No. files it is clearly evident that CA no. 100876205 was energized in the year 1999 in the name of Mr. J.P. Gogia and the property documents submitted by the complainant shows complete property chain showing Mr. J.P. Gogia as erstwhile

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owner of the said property, which was in 2014 was purchased by Rosemary Chauhan and the complainant in the year 2020 purchased the property in question from Rosemary Chauhan.

5. Arguments of both the parties were heard.
6. From the narration of facts and material placed before us we find that the complainant applied for name change of electricity connection having CA no. 100876205 which was rejected by OP on grounds of billing floor mismatch. From the perusal of documents placed on record, it is clearly evident that the connection was energized in the year 1999 in the name of J.P. Gogia and the complainant has complete property chain showing Mr. J.P. Gogia as erstwhile owner of the property in question. Also, the site visit report submitted by OP shows that the connection having CA no. 100876205 is being used at the second floor and the complainant is owner of second floor only. The other connections installed in the premises are showing no floors in the billing address. Therefore, the contention of OP that the said connection is being used as ground floor cannot be relied upon.
7. Therefore, we are of considered opinion that the objection of OP is not justified and the name change of CA no. 100876205 should be made effective in the name of the complainant by the OP, provided the complainant should file the indemnity bond in this regard and also complete all other commercial formalities as per DERC Regulations 2017.

S/ SK

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ORDER

Complaint is allowed. Respondent is directed to effect the name change as applied for by the complainant of CA no. 100876205 installed at premises no. N-13, Laxmi Nagar, Delhi-110092. OP is further directed to also correct the address of the complainant by inserting second floor in the billing address of the complainant to avoid any misunderstanding in the future. The complainant is also directed to submit indemnity bond as required by OP and also complete all the other commercial formalities as per DERC Regulations 2017.

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.

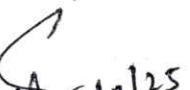
The parties are hereby informed that instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

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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Secretary
CGRB (PYPL)