



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. 269/2025

In the matter of:

Mohd HaroonComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. Mr. Nishikant Ray, Counsel for the complainant
2. Mr. Divyam Nandrajyog, Mr. Jai Singh Rawat, Mr. R.S. Bisht, Mr. Akshat Aggarwal, Mr. Shiven Mishra & Ms. Jyoti Sharma, On behalf of BYPL

ORDER

Date of Hearing: 04th December, 2025

Date of Order: 10th December, 2025

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

1. The brief facts of the complaint are that the complainant applied for new electricity connection vide request no. 807573719 at premises no. 4231, ward no. XI, Ansari Road, Darya Ganj, Near Main Road, Delhi-110002. It is also his case that his application for new connection was rejected by OP on grounds of requirement of fire safety clearance/BCC.

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Secretary
CGRF (BYPL)

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2. The respondent in reply against the complaint of the complainant stated that the complainant has sought new electricity connection for domestic purpose vide application no. 807573719 for property situated at 4231 fourth floor ward no. XI, Ansari Road, Darya Ganj, Near Main Road, Delhi-110002. As per the site inspection report dated 21.04.2025, building completion certificate/architect certificate for height of the building is required. The building structure is ground, mezzanine, first, second, third and fourth floor and the complainant has applied for new connection on 4th floor which is effectively 5th floor therefore fire safety clearance certificate is required.

Reply further stated that the same matter has previously been heard by the Forum vide CG No. 471/2024. It is also submitted by OP that mistakenly relying on the submission of the complainant that property was on 4th floor, erroneously released the connection, and the said mistake was realized before meter installation when it was discovered that the property is effectively on the fifth floor. Hence, where the height of the building is more than 5 meters, fire clearance certificate has to be obtained by the applicant.

3. The complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and stated that earlier also he filed complaint before the Forum vide C.G. No. 471/2024 and this Forum vide its order dated 13.01.2025 decided that if in near future the complainant produce ownership document, they should release the new electricity connection to the complainant after fulfillment of other commercial formalities as per DERC Regulations 2017. The counsel for the complainant denied other allegations of the respondent and also submitted property papers and ownership/occupancy documents.

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4. Arguments of both the parties were heard.
5. From the narration of facts and material placed before us we find that the complainant applied for new electricity connection at 4th floor of property bearing no. 4231, ward no. IX, Ansari Road, Darya Ganj, Near Main Road, Delhi-110002 which was rejected by OP on the grounds of requirement of fire safety clearance or BCC. OP also stated that there is mezzanine floor also due to which building height exceeds the permissible limit of 5 meters. OP has not placed on record the exact building height.
6. In view of the above, we are of the considered opinion that the complainant has applied for domestic connection at the fourth floor and for release of the new electricity connection on the fourth floor; the complainant should file an Architect Certificate mentioning the height of the building. OP should release the connection to the complainant after submission of Architect Certificate and completion of other commercial formalities by the complainant.

ORDER

The complaint is allowed. OP is directed to release the new electricity connection to the complainant as applied for by him vide order no. 8007573719 at premises no. 4231, ward no. IX, Ansari Road, Darya Ganj, Near Main Road, Delhi-110002.

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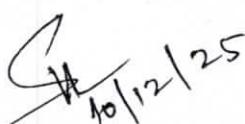

Secretary
CGRF (BYPL)

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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.


10/12/25
(S.R. KHAN)
MEMBER (TECH.)


(P.K. SINGH)
CHAIRMAN

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