



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. 565/2024

In the matter of:

Mohd ParvezComplainant

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. Ms. Sakshi Sharma, Counsel of the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht & Mr. Akshat Aggarwal on behalf of respondent

ORDER

Date of Hearing: 20th March, 2025

Date of Order: 25th March, 2025

Order Pronounced By:- Mr. P.K. Singh, Chairman

1. The brief facts of the case giving rise to this grievance are that the complainant applied for new electricity connection for staircase at premises no. T-186, Common Use Stair Right, Khasra No. 185-187, Gautampuri, Shahdara, Delhi-110053, vide request no. 8007082864. The application of the complainant was rejected by Opposite Party (OP) BYPL on the pretext of As per site visit this is G+5 building,

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CGRF (BYPL)

Complaint No. 565/2024

Applicant applied common use stair case right for applied premises, separate stair case found at applied premises, check all related documents dues of discuss then TF ok, but complainant stated that demand note was also generated by the respondent for installation of electricity meter but thereafter stopped the proceedings for new connection.

2. The respondent in reply briefly stated that the present complaint has been filed by the complainant seeking for new connection for stair case at premises no.T-186, Khasra No. 185-187, Gali No.-2, Gautampuri, Shahdara, Delhi-110053, vide request no. 8007082864. The application of the new connection was rejected on account of Firstly; Technical Feasibility is not made out at the applied premises as there is no common load separately metered meaning thereby that all the wiring of common load should be separately metered in terms of the DERC Regulations. Secondly; NOC from all the owners/registered consumers of the existing connections residing in the applied premises.
3. Counsel for the complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that demand note is already generated on 23.07.2024 but the respondent had not provided domestic connection for staircase to the complainant without any ground. Complainant stated that there is no problem regarding wiring in the staircase. The premises of the complainant had already been inspected by the respondent so the question for not providing electricity connection for common staircase to the complainant does not arise at all.

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4. During the course of hearing, before this Forum the complainant stated that he had filed NOC's with ID's of the all the owners of the building for connection in common stairs which is also confirmed by respondent. Regarding other objection of OP, no common load separately, the complainant has not filed any test report for the same.
5. Since the complainant has fulfilled the requirement of the OP by filing NOC of the other owners/registered consumers of the applied building, and regarding the other objection of separate common load, the complainant should file test report for the same. OP should release the new electricity connection as applied for by the complainant.

ORDER

Complaint is allowed. Respondent is directed to release the new connection as applied for by complainant vide application no. 8007082864 at premises no. Common Use Stair Right, T-186, Khasra No. 185-187, Gali No.-2, Gautampuri, Shahdara, Delhi-110052, after submission of test report showing separate load for the common stairs and completion of all the 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.

Attested True Copy

Secretary
CGRF (BYPL)

(H.S. SOHAL)
MEMBER

by
(P.K. AGRAWAL)
MEMBER (LEGAL)

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

(P.K. SINGH)
CHAIRMAN