

# 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  
E-mail:cgrfbyp@hotmai.com  
SECY/CHN 015/08NKS

## C A No. Applied For Complaint No. 98/2025

### In the matter of:

Mohd Rahis .....Complainant

### VERSUS

BSES Yamuna Power Limited .....Respondent

### Quorum:

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

### Appearance:

1. Ms. Sakshi Sharma, Counsel for the complainant
2. Mr. Prashant Sharma, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

### ORDER

Date of Hearing: 24<sup>th</sup> July, 2025

Date of Order: 29<sup>th</sup> July, 2025

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

1. The complainant's grievance is that he Applied for new electricity connection (stair case connection) vide request no. 8007490038 at premises no. S-102, common stairs, Gali no. 23, Brahmputri, Delhi-110053, which was rejected by OP on grounds of common stairs connection not feasible (floor mismatch/wrong floor applied) and incomplete documents.

Attested True Copy  
Secretary

Complaint No. 98/2025

2. In response to complaint of the complainant, OP in its reply submitted that the complainant is seeking new electricity connection for a load of 1 KVA for domestic purposes vide request no. 8007490038 at premises no. Kh. No. 111, S-102, common stairs, Gali no. 23, Brahmpuri, Delhi-110053. After receipt of request of the complainant for new connection, the site of the complainant was visited and it was found that the applicant has applied for new electricity connection for common stairs, but at the time of TFE visit the applicant took the official of respondent at 5<sup>th</sup> floor of the building in order to get the electricity connection installed at 5<sup>th</sup> floor. The building structure is ground +5 floors over it, make height of the building more than 15 meters. Hence, the fire safety clearance certificate is mandatory to provide the new electricity connection.

Reply further stated that there was no common use/no separate wiring was found and no NOC from the occupants/owners of other flats is placed on record by the complainant.

OP also stated that all the other floors of the building have electricity connections.

3. The complainant filed its rejoinder refuting therein the contentions of the respondent as averred in their reply and reiterated his original complaint.
4. From the narration of the facts and material placed before us we find that the complainant himself has admitted before the TFE that the need a new electricity connection for the 5<sup>th</sup> floor and not for common stairs.
5. Therefore, we are of considered opinion that the fifth floor of the building is exceeding the 15 meters height, thus for release of the new electricity connection the complainant has to file fire safety clearance certificate from fire department.

Attested True Copy

2 of 4

Secretary

DELHI TFE

Complaint No. 98/2025

DERC had clarified the issue regarding height of the building by its circular letter no. F.17 (85)/Engg./DERC/2016-17/5409/487 dated 31.05.2019. In para 2 of this letter DERC had noted submission of Discom's that "DISCOMs have stated that they insist upon fire clearance certificate from the applicant for release of electricity connection based on the application format prescribed by DERC which inter alia states that in case the total height of the building is more than 15 meters, fire clearance certificate has to be obtained by the applicant and is available."

Again on 15.04.2021, DERC issued Schedule of Charges and the Procedure (Sixth Amendment) Order, 2021, reiterating the following:

(3) In case of residential buildings, for release of electricity connection the Distribution Licensee shall not insist for Fire Clearance Certificate for the residential building having height upto 15 meters without stilt parking and upto 17.5 meters with stilt parking:

4(1) In case the total height of such building is more than 15 meters without stilt parking and more than 17.5 meters with stilt parking, the distribution licensee shall:

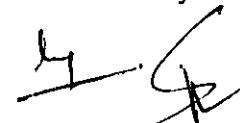
(i) release the electricity connection in the dwelling units which are within the height of 15 meters without stilt parking and within the height of 17.5 meters with stilt parking of the building, without insisting for Fire Clearance Certificate:

(ii) in the dwelling units which are above the height of 15 meters without stilt parking and which are above the height of 17.5 meters with stilt parking of the building, the electricity connection shall not be provided unless the fire clearance certificate has been obtained:

Provided that in case such dwelling units above 15 meters without stilt parking and above 17.5 meters with stilt parking of the building indulge in unauthorized connection from the system of licensee or

Attested True Copy

  
Secretary  
DISCOMS



Complaint No. 98/2025

from the live connection of any other consumer, the licensee may initiate an action as per provisions of Section 126, Section 135, Section 138 or any other section as may be applicable of the Electricity Act, 2003 and the electricity connection of such consumer who has provided the supply unauthorisedly, shall be disconnected immediately;

4(2) The Distribution Licensee shall inspect such premises periodically.

6. In view of the aforesaid there should not be any ground of misunderstanding with regard to the height of the building and OP should scrupulously follow the regulations laid down by DERC.

ORDER

Complaint is rejected. OP has rightly rejected the application of the complainant for new electricity connection.

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.

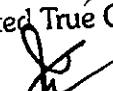
If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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

Attested True Copy

  
Secretary  
GRF (BYPL)