



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-11003
Phone: 32978140 Fax: 22384881
E-mail: cgrfbyp@hotmai.com
SECY/CHN 015/08/2025

C A No. Applied for
Complaint No. 96/2025

In the matter of:

Mohd SajidComplainant

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 for the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, on behalf of respondent.

ORDER

Date of Hearing: 25th September, 2025

Date of Order: 08th October, 2025

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

1. The present complaint has been filed by Mohd Sajid against BYPL-Karawal Nagar.
2. The brief facts of the complaint are that the complainant applied for new electricity connection vide request no. 8007497818 at premises no E-11/301, common stairs, Gali no. 14 and 14/5 & 18, Nehru Vihar, Delhi.

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110094.

Secretary
CGRF(BYPL)

[Signature]

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It is also his case that his application for new connection was rejected by OP on grounds of connection applied for common stairs but applicant live on 5th floor, wiring not available and no meter installed at applicant's premises.

3. The respondent in its reply submitted that the complainant is seeking new electricity connection at common stairs, Kh. No. 322, E-11/1301 & 1301, Gali no. 14 & 14/15 and 18, Nehru Vihar, Karawal Nagar, Delhi-110094 vide application no. 8007497818, which was declined on the following grounds :-
 - a) The applicant lives at 5th floor but has applied the connection for common stairs.
 - b) Already five domestic connections exist at the applied premises and there is no connection at the 5th floor of the complainant.
 - c) Complaint registered in the name of Sajid but the complainant is Haseena Begum as mentioned in the complaint, hence, mismatch in the complaint itself.
 - d) Technical feasibility not made out for the grant of common stair connection as there is no NOC from the other users/residents of the applied premises.
4. The complainant filed rejoinder stating therein that the other owners of the property are ready to provide NOC for common stairs.
5. On hearing dated 09.09.2025, counsel for the complainant filed NOC. OP was directed to conduct site visit to ensure separate wiring for common area and also to verify the NOC filed by the counsel for the complainant.

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6. The site visit report file by OP stated that the building structure is GF +5 floors over it and the complainant lives at 5th floor and there is no electricity meter catering supply at 5th floor. The other occupants of the building i.e. owner of GF, 1st F, 2nd F, 3rd F, 4th F have denied for any NOC given by them. The building is energized from ground till fourth floor, all the floors have electricity but only the complainant's fifth floor is without electricity.
7. Arguments of both the parties are heard.
8. From the narration of facts and material placed before us we find that application of the complainant for new electricity connection at common stairs but the said connection will be used at fifth floor of the building. The complainant with ill intentions applied for new electricity connection for common stairs. Also the NOC filed by the counsel for the complainant are forged, same is admitted by the other occupants of the building to OP during the site inspection.

Since the height of the building is more than 15 meters and as per CEA Regulations and DERC Regulations, buildings having height more than 15 meters are required to produce fire safety clearance certificate for release of new electricity connections. The complainant does not fulfil the requirement of sixth amendment of DERC Regulations 2017, therefore, the application of the complainant cannot be granted.

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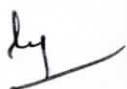
ORDER

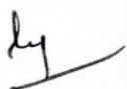
Complaint is rejected. OP has rightly rejected the application of the complainant for new connection.

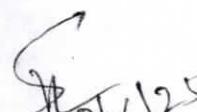
The parties are hereby informed that instant order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

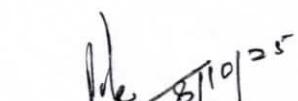
If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

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


(H.S.SOHAL)
MEMBER


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K.SINGH)
CHAIRMAN
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