



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 Karkardoom,
Shahdara, Delhi-11003
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IN

C A No. Applied For
Complaint No. 55/2026

In the matter of:

Mohammad Sajid

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

1. Mr. I.U.H Siddiqi, Counsel for the complainant
2. Mr. R.S. Bisht, Mr. Vishal Sharma, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 11th August, 2026

Date of Order: 13th August, 2026

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

1. The brief facts of the grievance are that the complainant has applied for new electricity connection vide request no. 8008160506 at premises no. 3074-3075, Kucha Saha-Ud-Dulla Khan, Pratap Street, Darya Ganj, Delhi-110006, but application of the complainant for new electricity connection was rejected by OP on grounds of "4 NX and 2 DX units exist at GF and six meters already installed at GF of the premises.

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Secretary
CGRF (BYPL)

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new non-domestic electricity connection at premises bearing no. 3074-3075, Kucha Saha-Ud-Dulla Khan, Pratap Street, Darya Ganj, Delhi-110006 vide application no. 8008160506.

It is further submitted that the premises is Ground + 6 floors building and multiple connections already exist in the same premises. Also Seven electricity connections already exist at the applied floor against four shops and two dwelling units and one for lift, rendering any further connection unwarranted under applicable norms.

3. The complainant in its rejoinder denied the allegations stated by the respondent in its reply. It is further stated that the complainant applied for new electricity connection after purchasing the said shop in 2023 through registered sale deed. The connection which O.P is showing is installed in 2025 (in the name of MohdLareb) which was never applied by him and even after several requests by the complainant to disconnect the said connection which was released by OP on the basis of forged documents, the O.P failed to remove the said connection and release the new connection of the complainant. It is further submitted that as per O.P it is clear that there are four shops on ground floor and only three NX connections are installed on the ground floor.

4. During the course of arguments, it was transpired that two NX connections in the name of Mohd Lareb were sanctioned in October 2025 at the ground floor shops. Mohd Lareb was issued notice both by the Secretary of the Forum and OP to appear before the Forum. Despite giving ample opportunities, Mohd Lareb did not appear before the forum.

5. Arguments of both the parties were heard.

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6. We have carefully considered the pleadings of the parties, the documents placed on record and the submissions made during the course of arguments. It is not disputed that the complainant has purchased the shop in question through a registered sale deed in the year 2023 and has applied for a new electricity connection vide request no. 8008160506.

The complainant has specifically disputed the two NX connections sanctioned in the name of Mohd. Lareb at the ground floor in October 2025 and has stated that the said connections were never applied for by him and were released on the basis of documents which, according to him, are not genuine. Significantly, despite notices issued by the Forum as well as by the respondent, Mohd. Lareb failed to appear before the Forum and did not put forth any explanation or documentary evidence in support of the said connections.

In these circumstances, the respondent cannot merely rely upon the existence of the disputed connections in the name of Mohd. Lareb for denying the complainant's request for a new electricity connection, particularly when the complainant has placed on record his registered sale deed in respect of the shop purchased in 2023. The existence of a connection which is itself under serious dispute cannot be treated as an unquestionable bar to the complainant's legitimate request.

7. Accordingly, the respondent is directed to **process and release the new electricity connection in favour of the complainant against request no. 8008160506**, subject to completion of all requisite formalities, submission of the prescribed documents and compliance with the applicable statutory requirements and technical feasibility.

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At the same time, the respondent is directed to verify the records and documents on the basis of which the two NX connections were sanctioned in the name of Mohd. Lareb in October 2025. If, upon verification, the connections are found to have been obtained on the basis of forged, fabricated, incorrect or otherwise invalid documents, or in violation of the applicable rules and regulations, the respondent shall take appropriate action against the said connections strictly in accordance with law, after following due process.

ORDER

The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8008160506 at premises no. 3074-3075, Kucha Saha-Ud-Dulla Khan, Pratap Street, DaryaGanj, Delhi-110006 after completion of other commercial formalities as per DERC Regulations 2017.

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.


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(SHALABH KUMAR)
CHAIRMAN

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CGRF (BYPL)