



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: 2238488

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SECY/CHN 015/08NH

C A No. Applied for
Complaint No. 424/2025

In the matter of:

Mohd SuhailComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. Mr. Nishikant Ray, Counsel for the complainant
2. Mr. Sanjay Kumar, Mr. R.S. Bisht, Mr. Nishant Nain, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 21st April, 2026

Date of Order: 22nd April, 2026

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

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007765055 at premises no. H. No. 895, Mezzanine Floor, Gali Chah Shirin, Farash Khana, Delhi-110006. It is also his case that OP rejected his application for new connection on the grounds of "MCD objection, architect certificate required".

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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 no. H. No. 895, Mezzanine Floor, Gali Chah Shirin, Farash Khana, Delhi-110006 vide request no. 8007765055 which was rejected by OP for the reason that Architect Certificate required for verification of height of building and MCD's NOC or completion cum occupancy certificate required.

Reply further submitted that at the time of inspection, it was discovered that plot no. 894, 895 and 896 are joint and ground and mezzanine floor afterwards it separated into two buildings whereas first building has five floors and second building has three more floors other than ground and mezzanine floors applied site is ground plus five floors. It was further revealed that the premises consist of eight other electricity connections.

It is further stated that at the time of revisit, the height of the building was found to be 19.5 meters which mandates requisite NOC from Fire Department in order to secure new connection. It is submitted that for processing the application of new connection "MCD's NOC or Completion and Occupancy Certificate and Architect Certificate" for verification of height of building are required.

3. The complainant in its rejoinder refuted the contents stated in the reply of the respondent. It is stated that the applied shop in building has height less than 15 meters. It is further submitted that there are 3 buildings as 894-895, 895-896 and 895 and all the buildings are adjacent and other building bearing no. 894-895 is booked in unauthorized construction my MCD and applicant's building is not booked by the MCD.

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4. Arguments of both the parties were heard.
5. During the course of arguments, OP stated that they are ready to release the new electricity non-domestic connection as applied for by the complainant subject to submission of Architect certificate by the complainant clearly mentioned therein that the building where new connection has been applied for has height less than 15 meters. The complainant agreed to the same.

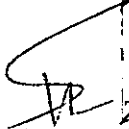
ORDER

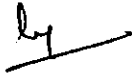
The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007765055 at premises no. H. No. 895, Mezzanine Floor, Gali Chah Shirin, Farash Khana, Delhi-110006 after submission of Architect Certificate and completion of other 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.


22/4/26
(S.R. KHAN)
MEMBER (TECH.)


(P.K. AGRAWAL)
MEMBER (LEGAL)

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CGRF (BYPL)