



CA No. 153702187  
Complaint No. 382/2024

In the matter of:

Mrinalini Gupta

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

1. Mr. Nishat Ahmad Alvi (CRM)
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. S.R. Khan, Member (Technical)

Appearance:

1. Mr. Neeraj Kumar, Counsel of the complainant
2. Mr. Akash Swami & Mr. Lalit, on behalf of respondent

ORDER

Date of Hearing: 12<sup>th</sup> November, 2024

Date of Order: 21<sup>st</sup> November, 2024

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

1. The brief facts of the case giving rise to this grievance are that the complainant applied for load enhancement for commercial connection having CA No. 153702187 from single phase to three phase installed at premises no. D-332, Basement, Block-D, Vivek Vihar, Phase-I, Near Ram Mandir, Delhi-110095, vide requests no. 8006968491 which was rejected by OP on the pretext of Vacant Hall, usage confirmation required but complainant stated that she has already submitted an affidavit regarding E-Rickshaw charging that she will not use of E-

Attested True Copy Rickshaw charge in future on the applied premises.

  
Secretary  
CGRF (BYPL)

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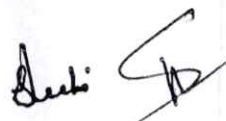
2. The respondent in reply briefly stated that the present complaint has been filed by complainant seeking load enhancement on the existing connection issued vide CA No. 153702187 which is located in the basement of the premises no. D-332, Block-D, Vivek Vihar, Phase-I, Near Ram Mandir, Delhi-110095, vide request no. 8006968491. The application of the load enhancement was rejected on account of applied premises found vacant and no usage of 3 phase supply found. Hence, technically the complainant does not qualify for the feasibility test the load enhancement as sought in the present complaint.

Respondent submitted that complainant subsequently upon failure to obtain the requisite certificate for E-Rickshaw charging purpose has now submitted an undertaking the 3 phase supply would be used for office purpose. However, no supporting/relevant documents regarding what sought of office purpose will be done in the said applied premises.

Upon site re-verification it was again observed that the applied premise is a vacant premise and there exist no requirement/feasibility for the grant of load enhancement which is evident from the photographs. It is pertinent to mention here that this similar case is also registered in PLA for same rejection remarks.

3. Counsel for the complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that the complainant has already filed affidavit in this regard that he will not charge E-Rickshaw. Complainant will charge only personal vehicle as well as car and other light vehicle.

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4. During the hearing, OP filed written arguments reiterating their original reply and stated that complainant in its rejoinder submitted that the 'Complainant will charge only personal vehicle as well as car and other light vehicle'. However, it is submitted that EV Connection as being sought in the instant complaint cannot be granted as no technical feasibility, safety regulations and compliances as mandates in order to obtain the EV connection in terms of the regulations has been adhered to by the complainant.

OP stated that complainant in its rejoinder has placed a picture of his car, although that car is not an EV Car as being clearly evident which establishes that the connection being sought by the complainant is not for the car charging but for E-Rickshaw Charging only. Moreover, in the case of EV car charging, a charging port is given/installed by the car company but in the instant case, no EV Charging Port is found at the applied premises.

5. Heard arguments of both the parties.

6. From the narration of facts and material placed before us we find that the complainant applied for load enhancement of commercial connection installed at D-332, basement, block-D, Vivek Vihar, Phase-I, Near Ram Mandir, Delhi-110095, which was rejected by OP on pretext of 'vacant hall, usage confirmation required'. The complainant in its mail dated 08.07.2024 to Secretary, CGRF-BYPL, stated that she had already submitted an affidavit stating that she will not use this connection for e-rickshaw charge in future. In this regard, OP objected that there are certain formalities which the complainant has to fulfill for release of electricity connection for e-rickshaw charging. Thereafter, the complainant in its rejoinder stated that she will charge only personnel uses vehicle as well as car and other light vehicle.

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7. In view of the above, we are of considered opinion that the complainant cannot be denied load enhancement on mere suspicion that she will use the said connection for the purpose of e-rikshaw charging. Complainant in her affidavit to the OP has cleared the same also that she would not use the subject connection for e-rikshaw charging. On this ground we are of considered opinion that the complainant should be granted load enhancement.

Although the complainant has already submitted an affidavit that she would not be using the said connection for e-rikshaw charging, thus OP is directed to take action against the complainant as per law.

**ORDER**


The complaint is allowed with the direction to OP to process the application of the complainant for load enhancement for CA no. 153702187 applied via request no. 8006968491.

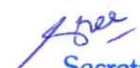
This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

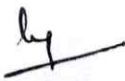
The parties are hereby informed that the instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

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

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

  
(NISHAT A ALVI)  
MEMBER (CRM)

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Secretary  
CGRF (BYPL)

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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