

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

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SECY/CHN 015/08NKS

C A No. Applied for Complaint No. 141/2025

In the matter of:

MukeshComplainant

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)

Appearance:

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

ORDER

Date of Hearing: 13th January, 2026

Date of Order: 19th January, 2026

Order Pronounced By:- Mr. P.K. Agrawal, Member (Technical)

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007552853 at premises no. Plot No.3, New Mandoli Industrial Area, Ph-1, Main Gali, Delhi-110093. It is also his case that OP rejected his application for new connection on the grounds of "DX connection not feasible in industrial area".

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[Signature]
Secretary
CGRF (BYPL)

Complaint No. 141/2025

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new DX electricity connection at premises no. Plot No.3, New Mandoli Industrial Area, Phase-1, Main Gali, Delhi-110093 vide request no. 8007552853.

Reply further submitted that during the inspection of the said premises it was discovered that the applied site is an Industrial Plot but the complainant is seeking a Domestic Connection which is against the regulations. Secondly in terms of the title documents submitted by the complainant, it is apparently clear that the property has been subdivided as the description of the property states that "Part of property/plot no-3". Further, in the description it is again written that in the "East: Part of Property". The complainant has not furnished the nature of land whether is Freehold or Leased as there are certain embargo in getting the leased land subdivided. Thirdly it is submitted that the applied site in an industrial plot and having tin sheds meaning thereby the entire structure is temporary in nature.

3. The complainant in its rejoinder denied the allegations and averments made by the respondent in its reply. It is stated that the complainant applied for domestic connection as per DERC Rules. That there is no deficiency on the part of the complainant in order to release the electricity connection by OP. It is further stated that the complainant has already fulfilled all the formalities at the time of applying the new connection.
4. During the hearing, OP was directed to file rule and regulations related to non-issuance of domestic connection in industrial area but no such rules were filed by O.P during the hearing.
5. From the narration of facts and material placed before us we find that OP failed to provide any relevant rules and regulations regarding non-release of new electricity connection in industrial area. Even in DERC supply Code 217, its nowhere mentioned that domestic connection cannot be given in industrial area.

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6. Therefore, we are of considered opinion that the objection of OP for rejection of application of the complainant for new electricity connection is unjustifiable.

Thus, on this ground only, the connection to the complainant cannot be rejected.

7. Since the objection of OP for release of new electricity connection is not sustainable, therefore, we don't find any hurdle in releasing the new electricity connection as applied for by the complainant.

ORDER

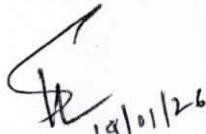
The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007552853 at premises no. Plot No.3, New Mandoli Industrial Area, Ph-1, Main Gali, Delhi-110093 after completion of other commercial formalities as per DERC Regulations 2017.

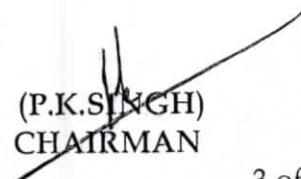
OP is further directed to file compliance report within 21 days of the action taken on this order.

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.)


(P.K. SINGH)
CHAIRMAN

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CGRP (BYPL)