

# 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. 615/2024

In the matter of:

Naresh Kumar

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

### Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. S.R. Khan, Member (Technical)

### Appearance:

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

### ORDER

Date of Hearing: 15<sup>th</sup> April, 2025

Date of Order: 25<sup>th</sup> April, 2025

### 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 new electricity connection for staircase at premises no. D-368, Ganesh Nagar, Delhi-110092, vide requests no. 8007219063. The application of complainant was rejected by Opposite Party (OP) BYPL on the pretext of Mismatch between Applied and Existing meter address are different and Building height is more than

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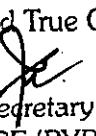
Secretary  
CGRF (BYPL)

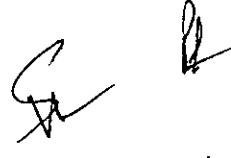
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15 meter, but complainant stated that his application for new connection has been declined on false ground however D-368 & D-368-B both are same and he has already submitted affidavit regarding this fact.

2. The respondent in reply briefly stated that the present complaint has been filed by complainant seeking for new connection for stair case at premises no. D-368-B, Fourth Floor, Ganesh Nagar, Delhi-110092, vide request no. 8007219063. The application of the new connection was rejected on account of **Firstly**; applied address and existing connection (CA No. 151553289) and various other existing connections have different address as compared to the applied premises address. Hence, the case of address mismatch and connection cannot be released on account of the same. **Secondly**; Architect Certificate required for the applied 4<sup>th</sup> floor.  
Hence, Violation of the provisions of Electricity Act & Regulations framed in respect of DERC (Supply Code & Performance Standards) Regulations, 2017.
3. In rejoinder to the reply denying OP's allegation reiterating his claim complainant has already filed the affidavit regarding 'address mismatch' and architect certificate to the respondent and along with rejoinder.
4. During the course of arguments, the site visit report submitted by OP stated that property no. D-368-B has D-367 on right side and D-369 on the left side. Applied building structure Ground+ Five Floors.

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5. Arguments of both the parties were heard.
6. From the narration of facts and material placed before us we find that complainant applied for new electricity connection which OP rejected on pretext of Mismatch between Applied and Existing meter address and Building height is more than 15 meter. Regarding this objection of OP, in this regard complainant filed affidavit which stated that D-368, Ganesh Nagar, Pandav Nagar Complex, Delhi-110092 and D-368-B, Ganesh Nagar, Delhi-110092 both are same property address. This is also confirmed by OP.
7. Regarding second objection of OP, that building height, in this regard complainant filed architect certificate which is stated that fourth floor is less than 15 meter. Thus, the complainant has fulfilled both the requirements of the complainant; therefore we cannot deprive the complainant of his basic right to electricity. Therefore, OP is hereby directed to grant the application of the complainant for electricity connections in the applied premises.

ORDER

Complaint is allowed. Respondent is directed to release the new connection applied by complainant vide application no. 8007219063 at premises no. D-368-B, Fourth Floor, Ganesh Nagar, Delhi-110092, after completion of all the commercial formalities as per DERC Regulations 2017.

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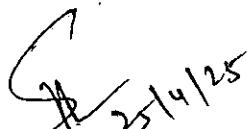
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This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

The parties are hereby informed that 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.

  
25/4/25  
(S.R. KHAN)  
MEMBER (TECH.)

  
(P.K. SINGH)  
CHAIRMAN

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