



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
Phone: 32978140 Fax: 22384886
E-mail:cgrfbyp@hotmail.com
SECY/CHN 015/08NKS

C A No. Applied for
Complaint No. 340/2025

In the matter of:

Nasim Shah

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

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

ORDER

Date of Hearing: 06th January, 2026

Date of Order: 15th January, 2026

Order Pronounced By:- Mr. P.K. Singh, Chairman

1. The present case has been filed by Mr. Nasim Shah, against BSES YPL-Patel Nagar.
2. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007778146 at premises no. Shop No.3, UG/F, 16/893-E, Bapa Nagar, Tank Road, Karol Bagh, Delhi-110005. It is also his case that OP rejected his application for new connection on the grounds of "Phone number not reachable, address not found".

Attested True Copy

Secretary
CGRF (BYPL)

Complaint No. 340/2025

The complainant also stated that respondent raised all objections deliberately without rhyme and reason as there were no phone calls received by the complainant from the OP.

3. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection for Non-Domestic purpose at premises no. Shop No.3, Upper Ground Floor, 16/893-E, Bapa Nagar, Karol Bagh, Near Tank Road, Delhi-110005 vide request no. 8007552736.

Reply further submitted that the address of the complainant was inspected on 27.07.2025. The reasons for the denial of the application were:-

- a. Clearance of outstanding dues for new connection.
- b. Already connection exists.
- c. Enforcement on re-constructed property exists against CA.
- d. Building structure B+UGF+4 and approx 16 meter height of building.

Reply further submitted that total height of the building is 16 meter approx. Road level to third floor is 13.60 meters and terrace room (tin-shed) is 2.40 meters. The complainant also filed Architect Certificate, which states that building height from road level upto third floor under 15.0 meter is accordance with the building bye laws

4. The complainant in its rejoinder stated that all objections rose by O.P are false and fabricated, only for extortion of money. It is further stated that the complainant purchased the property on dated 21.02.2024, through sale deed. It is further stated that the applicant purchased the Shop No.3 on dated 21.02.2024 with registered sale deed and dues Regular/Enforcement is more than 10 years. That thereafter, many more connections already installed at Left and Right side on the applied premises. It is further stated that the complainant is ready to submit any kind of Affidavit/Undertaking/Architect Certificate.

Attested True Copy

Secretary
CGRP (BYPL)

Complaint No. 340/2025

5. During the hearing, OP was directed to conduct joint site visit. The complainant was also directed to file Architect Certificate.

6. Based upon the joint site visit, OP submitted that no meter was found at applied unit and the complainant is running garment shop. Building structure is lower ground floor, upper ground floor plus four floors over it. Architect Certificate required and CA no. 100668663, 40037902 dues beneficiary.

7. Arguments of both the parties were heard.

8. From the narration of facts and material placed before us we find that the building in which the complainant has applied for new electricity connection is totally commercial building. Approx height of the building till 3rd floor is 13.60 meters. There are multiple site visit report placed by OP on record. All the site visit reports stated that the building height is approx. 15 meters.

In support of his contention that the building height is less than 15 meters, the complainant also submitted Architect Certificate which also states that the height of the building up to 3rd floor is less than 15 meters. We also find that there is temporary structure on the top floor whose height is also being considered by OP.

We also find that as per DMC Act, 40% of the construction on the roof of the fourth floor of the total property is not considered as a floor. As apparent from the site map placed on record by OP, it is evident that only a small area is covered on the 4th floor and not the entire floor on the fourth floor.

3 of 4

Attested True Copy


Secretary
CGRP (BYPL)

Complaint No. 340/2025

Regarding the pending dues, neither of the party has given details regarding the same, thus the dues pertaining only to the portion of the complainant he is liable to clear those dues only.

9. 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.

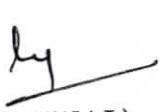
ORDER

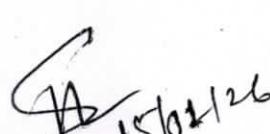
The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007778146 at premises no. Shop No.3, UG/F, 16/893-E, Bapa Nagar, Tank Road, Karol Bagh, Delhi-110005 after completion of other commercial formalities as per DERC Regulations 2017.

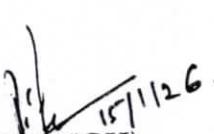
OP is further directed to file compliance report within 21 days of the action taken on this order.

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

4 of 4

Attested True Copy


Secretary
CGRP (BYPL)