



Consumer Grievance Redressal Forum

FOR BSES YAMUNA POWER LIMITED

(Constituted under section 42 (5) of Indian Electricity Act. 2001)
Sub-Station Building BSES (YPL) Regd. Office Karkardooma

Shahdara, Delhi-11003

Phone: 32978140 Fax: 2238488

E-mail:cgrfbbypl@hotmail.com

SECY CEN 03-08-NK

C A No. Applied for Complaint No. 353/2025

In the matter of:

Nawaz Mehmood

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

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

ORDER

Date of Hearing: 05th February, 2026

Date of Order: 09th February, 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. 8007814332 at premises no. J-51, Upper Ground Floor, J-Extension, Plot No.5, Laxmi Nagar, Near Abdullah Masjid, Delhi-110092. It is also his case that OP rejected his application for new connection on the grounds of "Connection Already Exists, Floor mismatch/ wrong floor applied".

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Secretary
CGRF (BYPL)

Complaint No. 353/2025

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises no. J-51, Upper Ground Floor, J-Extension, Plot No.5, Laxmi Nagar, Near Abdullah Masjid, Delhi-110092 vide request no. 8007814332. Reply further submitted that the applied premises is Ground plus five floor building and the height of the building is 17.5 meters which mandates requisite BCC from MCD and NOC from the Fire Department. It is further stated that the premises consists of other connections bearing CA No. 153804290, 154160476, 151268100, 151253179 and 151943169. It is pertinent to mention that during inspection it was found that there was already a connection on the applied premises bearing CA No. 151253179.

3. The complainant in its rejoinder refuted the deficiencies stated by the respondent in its reply. It is stated that the applied premises is less than 15 meters. It is stated that the complainant applied premises is Upper Ground Floor which is not more than 15 meters.

4. During the hearing, OP was directed to conduct joint site visit.

5. Based upon the joint site visit, OP submitted that total 6 units exist in applied building. GF have two units, first floor, one unit, second floor one unit, third floor one unit and fourth floor one unit. MCD booking not confirmed due to multiple building, same address objection, applied premise new building.

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6. The present complaint has been filed by the complainant alleging deficiency in service on the part of the respondent/OP in rejecting his application for grant of a new electricity connection vide Request No. 8007814332 at premises bearing no. **J-51, Upper Ground Floor, J-Extension, Plot No. 5, Laxmi Nagar, Near Abdullah Masjid, Delhi-110092**, on the grounds of "connection already exists" and "floor mismatch/wrong floor applied".

The respondent/OP, in its written reply, contended that the building in question is a **ground plus five storey structure with a height of 17.5 meters**, thereby attracting the requirement of **Building Completion Certificate (BCC) from MCD and NOC from the Fire Department**. It was further stated that multiple electricity connections already exist at the said premises and, upon inspection, it was found that an electricity connection bearing **CA No. 151253179** already exists at the applied premises.

The complainant, by way of rejoinder, denied the allegations made by the OP and asserted that the applied premises are the **Upper Ground Floor**, which is **below 15 meters in height**, and therefore does not require BCC or Fire Department NOC. The complainant further denied the existence of any electricity connection at the applied premises.

During the course of proceedings, this Forum directed the OP to conduct a **joint site inspection** to ascertain the factual position. Pursuant thereto, the OP submitted the joint site inspection report, wherein it is admitted that the building comprises **six units** in total, namely:

- Ground Floor - 2 units
- First Floor - 1 unit
- Second Floor - 1 unit
- Third Floor - 1 unit
- Fourth Floor - 1 unit

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It was further stated that **MCD booking was not confirmed** due to objections relating to multiple buildings and same address, and that the applied premises is part of a **new building**.

In view of the pleadings on record, submissions of the parties, and the joint site inspection report, it is evident that the applied premises forms part of a **multi-storied building having multiple electricity connections** and that an electricity connection bearing **CA No. 151253179** already exists at the applied premises.

It is further observed that the building in question is a **Ground plus multiple floors structure**, and the complainant has failed to place on record any cogent documentary evidence to establish that the building height is below the prescribed limit or that the statutory requirements, including **Building Completion Certificate from MCD and No Objection Certificate from the Fire Department**, are not applicable.

In the absence of mandatory statutory clearances and in view of the existence of an electricity connection at the applied premises, the respondent cannot be held guilty of any deficiency in service.

ORDER

The complaint is **dismissed**.

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.

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Secretary
CGRP (BYPL)

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


(P.K. AGRAWAL)
MEMBER (LEGAL)