

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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SFCY/CHN/015/08NKS

C A No. Applied For
Complaint No. 155/2026

In the matter of:

Neeraj Kumar

.....Complainant.

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

1. Mr. Nishikant Ray, Counsel for the complainant
2. Mr. R.S. Bisht, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL.
3. Mr. Himanshu

ORDER

Date of Hearing: 17th September, 2026

Date of Order: 21st September, 2026

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

1. The brief facts of the grievance are that the complainant has applied for new electricity connection vide request no. 8008314109 at premises no. H. No.30, Krishna Bhawan, Chilla Village, MayurVihar Phase-1, Delhi-110091, but application of the complainant for new electricity connection was rejected by OP on grounds of "New connections request Nos. 8008314109 and 8008314765 have been processed after revisiting the site, and the new connections will be installed in due course of time and New pole is required

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking two new electricity connections for 2nd and 3rd Floor at premises bearing no. H. No.30, Krishna Bhawan, Chilla Village, MayurVihar Phase-1, Delhi-110091 vide application nos. 8008314765 & 8008314109.

It is further submitted that the respondent has neither refused nor deliberately withheld the electricity connections of the complainant. On the contrary, after the complainant approached the Internal Consumer Grievance Redressal Cell, the matter was reconsidered and the applications were processed by the concerned CMG team with the intention of releasing the connections subject to completion of the necessary field installation. Initially, the applications could not be processed due to site/infrastructure constrain relating to non-availability of suitable space for installation of an additional meter box at the concerned pole.

It is further stated that after the processing of the applications, the following CA Numbers were generated CA No. 155162815 & 155162891. During the installation of the connections, the field team faced hindrance/obstruction from a neighbouring person, due to which the installation could not be completed. The MMG team again visited the site for installing the meters, but could not be completed because of continued their party hindrance at the site. It is significant that the same distribution pole, namely Pole No. MVRB902, was also involved in release of three other new connections in the name of Rahul, bearing the following CA Numbers:- 155242901, 155242900 & 155242897. That the person associated with the aforesaid connections in the name of Rahul objected to installation of the complainant's meters and insisted that his meters should first be installed. On 31.07.2026, The MMG team once again visited the site and replaced the old IGMS box with a new IGMS box on pole no. MVRB902 and the 3 new connections in the name of Rahul were installed in the new IGMS box,

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but when the MMG team proceeded with the installation of the meters of the complainant, the team again faced hindrance at site. The respondent's team even sought police assistance by calling PCR/112 at approximately 6:11 pm, which resulted in generation of Reference No. 13874636/DL20260731003485.

It is further submitted that the respondent seeks liberty to again deploy the concerned MMG team for installation of meters and, if considered necessary, take assistance of the concerned police authorities to avoid any third party hindrance. Also the complainant may also be directed to extend full cooperation to the field team and ensure unobstructed access to the concerned pole/ metering infrastructure.

3. The complainant in its rejoinder stated that the respondent has allowed the application of the complainant and issued the two electricity meters and the respondent has reached at the spot for installation of electricity connections and came back from the premises due to third party/neighbourhood hindrance and the applicant is ready to take assistance of the local police for the installation of new electricity connections at his premises.
4. The OP was directed to take help of area Police for installation of meter. The OP complied with the orders of the Forum and visited the premise of the complainant with Police protection for installation of meters but the same could not be done on resistance from the neighbour.
5. During the course of the argument, O.P was directed to attempt to install the electricity connections jointly taking help from the Delhi Police. Further an application was moved by Mr. Himanshu for seeking intervention in the present matter, but before allowing his application by the Forum, Mr.

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Himanshu, presented himself before the Forum and objected for installation of meter from the pole in front of his premises, stating that the BSES pole is touching his balcony and already many connections are installed from the pole which is not safe as can be hazardous for his balcony.

6. Arguments of all the parties are heard.
7. During the course of arguments, OP was asked to regarding the present status of pole. OP stated that the pole is having enough strength and capacity to install the meters of the complainant. The safety measure of the pole is prerogative of OP only, since it's the pole in question is OP's property.
8. From the perusal of facts and materials placed before us we found that the complainant has applied for 2 new electricity connections at premises no.H. No.30, Krishna Bhawan, Chilla Village, Mayur Vihar Phase-1, Delhi-110091. The respondent has processed the applications vide request nos. 8008314109 & 8008314765 and even generated CA Nos. 155162815 & 155162891 in the name of the complainant but meters could not be installed due to objection of the neighbour.

The MMG team took steps to resolve the infrastructure constraint and the MMG team again visited the site to install the meters but the field team faced hindrance/obstruction from a neighbouring person, due to which the installation could not be completed.

We also find that the objection of Neighbour / Mr. Himanshu before the Court is not sustainable as the pole in question is prerogative of OP and they should better assess the load on the pole.

The OP has confirmed that the pole is sufficient to take the load of the connections of the complainant; therefore there is no hindrance in releasing electricity connection to the complainant from the existing pole.

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The neighbours/Mr. Himanshu is also directed to co-operate with the BSES-OP for installation of pole. The OP should take help of the Police if required.

ORDER

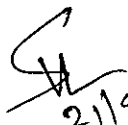
The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request nos. 8008314765, 8008314109 at premises no. H. No.30, Krishna Bhawan, Chilla Village, MayurVihar Phase-1, Delhi-110091 after completion of other commercial formalities as per DERC Regulations 2017.

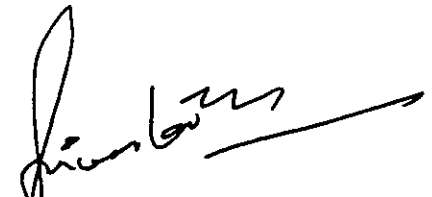
OP is further directed to file compliance report within 21 days of the action taken on this order.

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)


21/9/26
(S.R. KHAN)
MEMBER (TECH.)


(SHALABH KUMAR)
CHAIRMAN
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