

## 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 CHIN-UNANKS

C A No. Applied for  
Complaint No. 211/2025

In the matter of:

Neha Kashyap .....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. Satyaveer Singh, A.R. of the complainant
2. Mr. Manish Verma, Mr. R.S. Bisht, Ms. Chaavi Rani & Mr. Akshat Aggarwal, on behalf of respondent

### ORDER

Date of Hearing: 07<sup>th</sup> August, 2025

Date of Order: 20<sup>th</sup> August, 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 name change against CA no. 101536820 installed at premises no. C-101, C-block, 1<sup>st</sup> floor, Amar Colony, Gali no. 3, East Gokulpur, front near Sant Ravidas Marg, Delhi-110091 vide request no. OONNC12703256211. The said application of the complainant was rejected on grounds of self attestation required on applicant ID proof, ownership proof and Khasra no. mismatch between billing address (Kh no. 699) & ownership address (Kh no. 667) and current status auto cancelled.

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Secretary  
CGRF (BYPL)

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2. The respondent in reply briefly stated that the complainant is seeking transfer of electricity connection bearing CA no. 101536820 in her name, pertaining to the premises at C-101, Gali no. 3, Amar Colony, East Gokalpur, Delhi-110094, against order no. OONNC2703256211. Reply further stated that the said application of the complainant got rejected on the following deficiencies:
  - (a) The application was rejected owing to mismatch between the applied address and the address reflected in the ownership documents. The complainant applied mentioning address Kh. No. 699 but the complainant submitted documents showing Kh. No. 667. No clarification or rectified document has been filed by the complainant to reconcile this discrepancy.
  - (b) The ID proof and ownership documents lack self-attestation, which is a mandatory requirement under standard operating procedures.
  - (c) There are pending dues against CA no. 101508071 amounting to Rs. 36,619.99/- which pertains to prior connection at the same site.
  - (d) The connection whose name change is sought by the complainant is in the name of Santosh Devi who is mother-in-law of the complainant.
3. The complainant stated that she has filed all the relevant details along with her complaint therefore there is no need for filing rejoinder.
4. On final date of hearing, OP was directed to produce K.No. file of the connection whose name change has been sought by the complainant.
5. Arguments of both the parties were heard.





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6. OP submitted K.No. file. From perusal of the K.No. of C A no. 101536820, the agreement to sell filed at page no. 10 clearly states that this sale deed is related to property no. 73 out of **Khasra no. 699**, situated at village Gokalpur, in the abadi of Block-C, Harijan Basti, Delhi-110094. The sale deed was between **Smt. Beena** w/o Sh. Dharam Pal and **Smt. Santosh Devi** w/o Sh. Ranbir Singh. The said connection was released in the year 2005.
7. From the narration of facts and material placed before us we find that the application of the complainant for name change was rejected by OP on the grounds of mismatch of Kh. No. in the billing address and the ownership documents submitted by the complainant. The billing address in the electricity bill against CA no. 101536820 is mentioned as Kh. No. 699 and the complainant has submitted list of documents in her favour like Deed of Will dated August 2021 showing Kh. No. 667, registered GPA in favour of Neha Kashyap dated March 2025, Bill of Delhi Jal Board, Property tax receipt for the year 2025-26 and death certificate of Smt. Santosh Devi, who happened to be mother-in-law of the complainant.  
We also find that the connection in the name of Santosh Devi was energized in the year 2005. It is also evident that the address in all the documents is same C-101, C-block, 1<sup>st</sup> floor, Amar Colony, Gali No. 3, East Gokulpur, Delhi-110094. Rejecting the application of the complainant merely on the basis of mismatch of Kh. No. is not justifiable when there are multiple documents on record showing that the premises are same

8. Therefore, we are of considered opinion that application of the complainant for name change should be accepted and OP should effect the name change in favour of the complainant.

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Regarding the other objection of OP, non-submission of self attested documents, the complainant is directed to do the same.

Regarding the pending dues on the said property, OP has not filed any details of the said dues. OP should provide the details of the dues to the complainant.

ORDER

Complaint is allowed. Respondent is directed to effect the name change of CA no. 101536820 installed at premise no. C-101, C-block, 1<sup>st</sup> floor, Amar Colony, Gali no. 3, East Gokulpur, Near Saint Ravidas Marg, Delhi-110094 after completion of other commercial formalities as per DERC Regulations 2017.

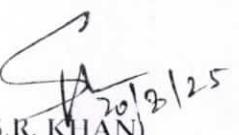
This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

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.

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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

  
(P.K. SINGH)  
CHAIRMAN