

C G R F



B Y P L

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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SECRETARY

C A No. Applied for
Complaint No. 220/2025

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: 07th August, 2025

Date of Order: 13th 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. 150953912 installed at premises no. B-57, Shiv Mandir Gali, Amar Colony, East Gokalpur, Delhi-110094 vide request no. OONNG2/03256211. 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 & ownership address.

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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. 150953912 in her name, pertaining to the premises at Kh. No. 665, B-57, Shiv Mandir wali Gali, Harijan Basti, East Gokalpur, Delhi-110094, against order no. OONNG2703256305. 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. 665 but the complainant submitted documents showing Kh. No. 660. 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.
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.
6. OP in their mail dated 18.08.2025 submitted that the K.No. file is not traceable.

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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. 150953912 is mentioned as Kh. No. 665, B-57, Shiv Mandir wali gali, Harijan Basti, East Gokulpur, Delhi-110093. The complainant to prove her ownership submitted on record registered Family General Power of Attorney, which shows same property address but khasra no is different. 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.
9. Regarding the other objection of OP, non-submission of self attested documents, the complainant is directed to do the same.

ORDER

Complaint is allowed. Respondent is directed to effect the name change of CA no. 101536820 installed at premise no. C-101, C-block, 1st 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.

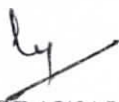



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The parties are hereby informed that instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

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

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