



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: 22384866
E-mail:cgrfbyp@hotmai.com
SECY/CHN 015/08NKS

C A No. Applied for
Complaint No. 314/2025

In the matter of:

Om Prakash SharmaComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. Mr. Suraj Aggarwal, Counsel for the complainant
2. Mr. R.S. Bisht & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 18th November, 2025

Date of Order: 24th November, 2025

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

1. The brief facts of the complaint are that the complainant applied for new electricity connection vide request no. ONNG160725341 at premises no. 8/8 Babarpur, Shiv Mandir Marg, Delhi-110032 which was rejected by OP on pretext of application/document incomplete/not OK. It is also his case that the complainant applied for new electricity connection in accordance with DERC rules. Therefore, he requested the Forum to direct the respondent company for immediate release of the new electricity connection.

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CGRF (BYPL)

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2. The respondent in its reply submitted that the Complainant filed the present Complaint for release of new electricity connection under NX category for a load of 1 KW vide order no. ONNNG1607253411 for premises bearing no. H.No. 8/8, Ground floor, Babarpur, Shiv Mandir Marg, Delhi-110032. The application of the complainant was rejected due to 'requirement of ownership documents'. The said rejection is non-compliance with Regulation 10(3)(vi) of DERC Supply Code 2017.
Reply further submitted that the complainant submit certain rent receipts dated 14.01.2025, 10.03.2025, 22.06.2025 and 12.07.2025, however, the complainant failed to file the rent receipts of last three months as stated by the Regulation. Also, along with rent receipt the complainant has not filed undertaking signed by the owner or his authorized representative.
3. The Complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that he has supplied rent receipt for more than three months they are from January 2025 till August 2025. It is also his submission that the rent receipts are in accordance with Regulation 10(3)(vi) of DERC Supply Code 2017.
4. Both the parties were directed to conduct joint site visit.
5. Joint site visit report dated 26.08.2025 stated that applied building old constructed and is only Ground floor structure. There are three shops and two domestic units exist. Electricity connection in two shops and two domestic units exist. Only the shop where the complainant has applied for new connection is without electricity. No dues exist as site. Applied shop NX meter feasible because three shops exist and only two NX meter installed.

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6. Arguments of both the parties are heard.
7. The relevant Regulation quoted by OP and complainant is quoted here below:

10. New and Existing Connections:-

(3) Proof of ownership or occupancy of the premises:-

(vi) rent receipt not earlier than 3 (three) months alongwith undertaking that the rent receipt has been signed by the owner or his authorized representative;

8. From perusal of the above stated Regulation and documents placed on record, the OP's objection of ownership documents for proof of occupancy of the premises has been fulfilled by the complainant by providing rent receipt for eight months i.e. from January 2025 till August 2025 and also filing an undertaking (as stated above in the Regulation).
9. Accordingly, the complaint is allowed. The respondent should release the new electricity connection to the complainant as applied for him under NX category.

ORDER

The complaint is allowed. OP is directed to release the new connection as applied for by the complainant under NX category vide application no. ONNNG1607253411 at premises no. 8/8, Babarpur, Shiv Mandir Marg, Delhi-110032 after completion of all other commercial formalities as per DERC Regulations 2017.

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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)


24/11/25
(S.R. KHAN)
MEMBER (TECH.)

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