



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: 22384886

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SECRETARIAL STAFF

C A No. Applied for Complaint No. 57/2025

In the matter of:

Paras Sharma

.....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)
4. Mr. H.S. Sohal, (Member)

Appearance:

1. Mr. Paras Sharma, Complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 13th May, 2025

Date of Order: 19th May, 2025

Order Pronounced By:- Mr.P.K. Singh, Chairman

1. The present complaint has been filed by Mr. Paras Sharma against BSES Karkardooma.
2. The brief fact of the case giving rise to this grievance is that the complainant applied for new electricity connection at premises no. 3/479, Kh. No. 642, Bara Thakur Dwara, Shahdara, Delhi-110032. vide request no. 8007430176.

Attested True Copy
Secretary
CGRF (BYPL)

Complaint No. 57/2025

The application of complainant was rejected by Opposite Party (OP) BYPL on the pretext of Address in MCD Objection.

3. The respondent in reply briefly stated that the present complaint has been filed by complainant seeking new electricity connection at the property bearing no. 3/479, second floor, Bara Thakur Dwara, Shahdara, Delhi-110032 vide application n. 8007430176. The application of the new connection was rejected on account of Firstly; property is in MCD Objection list dated 13.02.2024 at sl. no. 7, in the name of Sarita Bansal in the nature of deviation/extra coverage against sanctioned building plan vide ID no. 20004851 at Stilt to TF with projection of Govt. Land. Secondly; temporary meter exists vide meter bearing no. 358477543 which need to be removed.

Hence, Violation of the provisions of Electricity Act & Regulations framed in respect of DERC (Supply Code & Performance Standards) Regulation, 2017.

4. In response to the reply the complainant filed rejoinder. In its rejoinder, the complainant submitted that they don't know any Sarla Bansal or Sarita Bansal, nor the said ladies have any relation with the aforesaid property of the complainant. The complainant alongwith rejoinder filed BCC issued by MCD. The complainant in its rejoinder also stated that he has applied for two new electricity connections on 1st and 2nd floor each which are rejected by OP. Rejoinder further stated that temporary meter installed in the said premises but they are receiving high amount bills of the said connection and they are ready to complete all the requisite formalities in regard of the new connection.

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CGRI (BYPL)

Complaint No. 57/2025

5. Arguments of both the parties are heard.
6. From the narration of the facts and material placed before us we find that the complainant applied for new electricity connection vide request no. 8007430176 at premises no. 3/479, Kh. No. 642, Bara Thakur Dwara, Shahdara, Delhi-110032. OP in their reply objected that the premise of the complainant is booked by MCD. MCD in its letter no. EE(B)-I/Sh(S)/2024/D-1126 dated 13.02.2024 has clearly mentioned that there is Deviation from SBP ID No. 20004851 from stilt to third floor with projection on Govt. land, it means that the there must be some deviation in construction from the Sanctioned Building Plan. The entire construction is not unauthorized.

Since other floors of the building have separate electricity connections and only portion of the complainant is without electricity therefore, in the interest of justice the complainant cannot be deprived off with his right to basic amenity.

The complainant in his complaint has mentioned for only one new electricity connection and OP in their reply has also mentioned regarding the same connection. But the complainant in its rejoinder has stated that he has applied for two new electricity connections, evidence of the same has not placed on record by either of the party. Therefore, for the electricity connection vide request no. 8007430799, the complainant should apply afresh complaint in the Forum.

7. Water and electricity are integral part of right to life. Hon'ble Supreme Court in the matter of Dilip (Dead) LR vs Satish, in case no. SCC online SC810 dated 13.05.2022 has held that electricity is basic amenity which a person cannot be deprived off. Even on the principle of law there should be equity before law and equal protection of law in the spirit of constitution.

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Complaint No. 57/2025

8. We are of the view that the respondent may be directed to provide the connection with the condition that at the time of release of new connection the complainant should file an affidavit that if MCD takes any action against the encroached property then OP should be at liberty to disconnect the supply of the complainant.

ORDER

Complaint is allowed. Respondent is directed to release the connection applied by complainant after completion of all the commercial formalities and after giving the undertaking regarding the fact that whenever MCD in future will take action against the illegal construction, OP is free to disconnect the new electricity connection.

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.

Attested True (H.S. SOHAL)
MEMBER
Secretary
CGRF (BYPL)

(P.K. AGRAWAL)
MEMBER (LEGAL)

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

(P.K. SINGH)
CHAIRMAN