



Consumer Grievance Redressal Forum

FOR BSES YAMUNA POWER LIMITED

(Constituted under section 42 (5) of Indian Electricity Act, 2001)

Sub-Station Building BSES (YPL) Regd. Office Karkardooma

Shahdara, Delhi-11003

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SECY/CHN 015/08NI

C A No. Applied for Complaint No. 282/2025

In the matter of:

Prem

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

1. Mr. Aslam Parvez, Counsel of the complainant
2. Mr. Rahul Saini, Mr. R.S. Bisht, Mr. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 30th September, 2025

Date of Order: 09th October, 2025

Order Pronounced By:- Mr. P.K. Agrawal, Member (Legal)

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007690753 at premises no. 10402/4-E, first floor, Bagichi Alauddin, Paharganj, Delhi-110055, the application of the complainant for new connection was rejected on the grounds of "MCD Objection, relocation/sealing and unauthorised construction same address.

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises no. 10402/4-E, first floor, Bagichi Allauddin, Paharganj, New Delhi vide application no. 807690753. Reply further stated that the applications of the complainant for new connections were rejected on following grounds:

 - A) NOC/completion and occupancy certificate is required.
 - B) Applied premises are in MCD objection relocation/sealing and unauthorised construction.
3. The counsel for the complainant in its rejoinder submitted that OP's objections for not releasing the new electricity connections are false and baseless and it is not the property of the complainant which is booked by MCD. Rejoinder also submitted there are already four meters installed on ground floor, second floor, third floor and fourth floor.
4. Both the parties were directed to conduct joint site visit.
5. Site visit report submitted by OP shows that there are multiple properties of same address and the building where the complainant applied new electricity connection have three electricity connections.
6. Arguments of both the parties are heard.
7. From the narration of facts and material placed before us we find that the application of the complainant for new electricity connection was rejected by OP on the grounds of MCD booking. The complainant has applied for new electricity connection at premises no. 10402/4-E, first floor, Bagichi Allauddin, Paharganj, New Delhi, whereas the MCD booking list shows address 1042/1A, Gali no. 2, Bagichi Allaudin, Motia Khan, Pahar Ganj, Delhi-110055 in the shape of unauthorised construction in the shape of

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ground floor with projection on Mpl. Land.

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Both the addresses are totally different and the booked premise is ground floor only and the complainant's premise is ground plus three floors over it. The building structure is different therefore the objection of OP is not justified and the connection to the complainant cannot be denied.

8. 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.
9. We are of the view that the respondent may be directed to provide the connection.

ORDER


The complaint is allowed. Respondent is directed to release the connections applied by complainant after completion of all the commercial formalities and after giving the undertaking regarding the fact that he will be responsible for any action by any authority or department.

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.

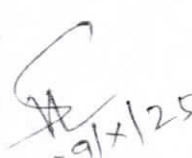
If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.


(P.K. AGRAWAL)
MEMBER (LEGAL)

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Secretary
CGRF (BYPL)


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