



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/CHN 015/08NKS

C A No. 10923593
Complaint No. 296/2025

In the matter of:

Puja DewanComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. Mr. I U H Siddiqi, 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: 20th November, 2025

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

1. The brief facts of the complaint are that the complainant applied for name change vide request no. 8007581990 against CA no. 100923593 installed at premises no. 3, basement, Shankar Vihar, Shakarpur, Delhi-110092. It is also her case that her application for name change was rejected by OP on grounds of pending dues against CA no. 100075592. She further submitted that the said dues do not pertain to her.

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2. The respondent in its reply submitted that the Complainant filed the present Complaint applied for name change vide request no. 8007581990 in respect of electricity connection bearing CA no. 100923593 presently registered in the name of Kanchan Madhuri. Reply further submitted that application of the complainant was rejected due to outstanding dues linked to the same premises, namely CA no. 100075592, which is registered in the name of Shri Devi Sahai. It is further added that as per the sale deed submitted by the complainant, she is the owner of the entire basement floor of property bearing no. 3, Shankar Vihar, Shakar Pur, Delhi-110092 and as per OP's record the electricity connection bearing CA no. 100075592 in the name of Shri Devi Sahai pertains to ground floor of the same premises. Therefore, the complainant is liable to clear the said dues before name change.
3. The Complainant in its rejoinder stated that the complainant is owner of basement only and the dues are pertaining to Ground Floor in the name of Shri Devi Sahai. The complainant also stated that this Forum vide their order in C.G. No. 446/2024 has held that dues of the concerned connection are duly paid. Therefore, the complainant is liable to clear the dues of this connection only, if any. Other dues as demanded by the OP are not payable by the complainant.
4. Arguments of both the parties are heard.
5. From the narration of facts and material placed before us we find that the complainant became owner of the entire basement only via registered sale deed dated 28.03.2018. The complainant has no connection with the ground floor of the property therefore the dues of ground floor are not payable by the complainant before name change.

6. As far as legal position is confirmed according to DERC (Supply Code and Performance Standards) Regulations, 2017, Sub-Regulation 17

17. Existing connections:-

(1) Transfer of connection

(i) If any applicant wants transfer of connection due to any reason such as change of consumer's name due to change in ownership or occupancy of property, transfer to legal heir, etc. he shall apply to the Licensee in the prescribed format as notified in the Commission's Orders.

(ii) Any deficiency in the application shall be intimated in writing. The application shall be accepted only on removal of such deficiencies.

(iii) The request for transfer of connection shall not be accepted unless all recoverable dues in respect of the concerned connection are fully paid: Provided that once connection is transferred, no dues / arrears shall be recovered from the new consumer.

7. As per the above stated Regulation, it is clearly mentioned that all the recoverable dues in respect of the concerned connection are fully paid. Here the concerned connection is CA no. 100923593, against which the complainant has sought name change. Therefore, the complainant is liable to clear the dues of this connection only, if any. Other dues as demanded by OP are not payable by the complainant.

8. Accordingly, the complaint is allowed. The respondent should ask the complainant for payment of dues of his portion only.

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Attested True Copy


Secretary
CGRF (BYPL)

Complaint No. 296/2025

ORDER

The complaint is allowed. OP is directed to change the name of the complainant as per DERC Regulations 2017 and without asking for payment of dues of other premises, apart from the dues of her portion.

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.

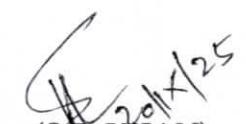
The parties are hereby informed that instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

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)



6/20/25
(S.R. KHAN)
MEMBER (TECH.)

Attested True Copy



Secretary
CGRP(BYPL)