

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

C A No. 150776222  
Complaint No. 460/2024

**In the matter of:**

Raj Rani .....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. Ms. Raj Rani, the complainant
2. Mr. Akash Swami, Mr. R. S. Bisht, Mr. Lalit & Mr. Akshat Aggarwal, On behalf of BYPL

**ORDER**

Date of Hearing: 12<sup>th</sup> December, 2024

Date of Order: 17<sup>th</sup> December, 2024

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

1. The brief facts of the case giving rise to this grievance are that OP has wrongly changed name of electricity connection against CA No. 150776222 installed at premises no. 124-C, Second Floor, Back Side, Kh. No. 490/106, Lal Dhora, Abadi Village Patparganj, Delhi-110092. It is also her case that her electricity meter has been illegally transferred in the name of Mr. Praveen Bhati.

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Complainant stated that she is the first owner of the flat and Praveen Bhati is not any authorized person. Therefore, she requested the Forum to direct the respondent to restore her electricity connection and compensation.

2. The respondent in reply briefly stated that the complainant is seeking name change of the existing connection having CA No. 150776222 which as on date stands in the name of Praveen Bhati. Respondent submitted that the complainant namely Ms. Raj Rani applied for a new connection on 08.05.2013 and accordingly issued the connection on 16.05.2013 on the strength of the title documents i.e. sale deed dated 06.04.2013 being executed by Mr. Bal Kishan in favor of the complainant namely Ms. Raj Rani. The present registered consumer namely Praveen Bhati who although is a necessary party in the present complaint but has not been arrayed as party. The name change was done on the basis of title documents i.e. Sale Deed dated 11.05.2013 being executed by Bal Kishan in favor of the Kashmiri and also filed a NOC from Ms. Kashmiri for getting the name changed.

Reply further added that the complainant submitted a letter dated 19.09.2013 wherein the present registered consumer namely Praveen Bhati has written that he has no objection in changing the name of the CA No. 150776222 to the name of the complainant i.e. Raj Rani. It is pertinent to mention here that Praveen Bhati has also stated that the connection got transferred to his name inadvertently.

3. The complainant filed rejoinder refuted the contentions of the respondent as averred in their reply and submitted that the electricity connection was already in the name of the complainant vide CA No. 150776222 and Meter no. 11418826 which was deliberately got changed

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by one Mr. Praveen Bhati in his own name with active connivance with the officials of the Respondent which is evident from the fact that the responsible officials of the respondent without verifying the factual position, transferred the connection in name of Mr. Praveen Bhati.

Rejoinder further added that Mr. Praveen Bhati by relying his mistake wrote a letter/application dated 19.09.2024 to office of respondent at Mayur Vihar, Delhi requesting therein to transfer the above said electricity meter again in name of the complainant and submitted that he has no objection in this regard. The complainant, as a responsible customer, was regularly paying electricity bill without any fault at her part. The complainant had paid Rs. 3131/- till date so as avoid any complication in restoration of said connection.

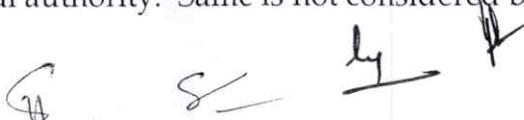
4. Heard arguments of both the parties at length.
5. From perusal of the records, it is evident that Smt. Raj Rani became owner of property bearing no. 124-C, Second Floor, Back Side, Kh. No. 490/106, Lal Dhora, Abadi Village Patparganj, Delhi-110092 via registered sale deed dated 06.04.2013. Thereafter, she applied for new electricity connection and same was granted by OP vide CA no. 150776222.

OP also placed on record another sale deed dated 13.05.2013, on the basis of which OP has effect name change, clearly states that "and whereas is the actual owner of the said property is Raj Rani. The second floor of the same is under sale by way of this sale deed."

While changing name of the connection, OP has not thoroughly read the documents and effect the name change. The name change of the connection in the name of Raj Rani should only be changed after NOC from Raj Rani or her legal authority. Same is not considered by OP.

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6. We also find one application of Praveen Bhati on record dated 19.09.2024, stating therein that he has no objection for transfer of electricity meter no. 11418826 vide CA no. 154473398 in the name of Smt. Raj Rani. Even after this letter OP has not taken any action to revert the name change.
7. Forum find serious lapse on the part of the OP by changing the name of the connection in the name of Raj Rani to other name i.e. Praveen Bhati and not reverting the same even after letter of Praveen Bhati. Therefore, this Forum awards compensation of Rs. 1000/- on account of mental harassment and agony caused to the complainant.

**ORDER**

The complaint is allowed. OP is directed to immediate affect the name change in the bills of CA no. 150776222 (CA no. 154473398) and also adjust above said compensation in the electricity bills of the complainant.

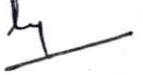
This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

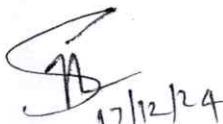
The parties are hereby informed that instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

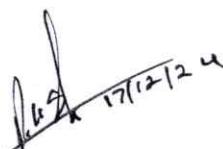
If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

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

  
(H.S. SOHAL)  
MEMBER

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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

  
(P.K. SINGH)  
CHAIRMAN

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Secretary  
CGRP (BYPL)