



Consumer Grievance Redressal Forum
FOR BSES YAMUNA POWER LIMITE
(Constituted under section 42 (5) of Indian Electricity Act. 2003)
Sub-Station Building BSES (YPL) Regd. Office Karkardooma
Shahdara, Delhi-11003
Phone: 32978140 Fax: 2238488
E-mail:cgrfbyppl@hotmail.com
SECY/CI/N 015/08N

C A No. Applied for
Complaint No. 251/2025

In the matter of:

Rajesh SharmaComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

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. Rajesh Sharma, The complainant
2. Mr. Prakash Kumar, Mr. R.S. Bisht & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 23rd September, 2025

Date of Order: 24th September, 2025

Order Pronounced By:- Mr. H.S. Sohal, Member

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007606694 at premises no. 8795/3, Gali no. 3, Multani Dhanda, Pahar Ganj, Delhi-110055. It is also his case that OP rejected his application for new connection on the grounds of "consumer not pick phone, address not traceable".

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CGRF(BYPL)

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The complainant also stated that plot no. 8795 has three parts, and his neighbour Chander Prakash has already been given electricity connection vide CA no. 154194268.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises no. 8795/3, Gali no. 3, Multani Dhanda, Pahar Ganj, Delhi-110055 vide request no. 8007606694.

Reply further submitted that the address of the complainant was inspected on 04.06.025 and the inspection could not be completed as the premises was locked/number not reachable/consumer out of station/consumer not pick phone/address not traceable. The above stated application of the complainant was rejected and complainant was duly intimated vide deficiency letter dated 05.6.2025.

Reply also stated that the complainant made several request seeking electricity connection on dated 02.05.2025, 19.05.2025 and 25.06.2025 and 23.06.2025 vide request no. 807606694, 8007635846, 8007712615 and 8007707619.

The above said applications of the complainant were rejected on the grounds that address in MCD booking list and dues against C A no. 401675191.

3. The complainant did not file rejoinder. During the course of hearing it came to the notice of the Forum that the connection applied for is in the name of Amita Sharma and her husband Rajesh Sharma is present before the Forum.

During the hearing, OP was directed to conduct joint site visit. The complainant also filed ownership documents.

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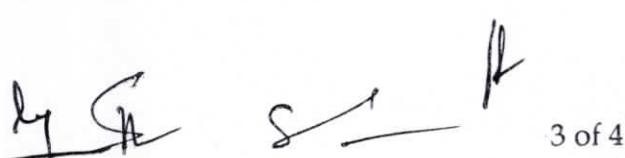


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4. Based upon the joint site visit, OP submitted that total 6 units exist in applied building. GF have two units, first floor, one unit, second floor one unit, third floor one unit and fourth floor one unit. MCD booking not confirmed due to multiple building, same address objection, applied premise new building.
5. Arguments of both the parties were heard.
6. On final date of hearing the complainant submitted letter from MCD vide no. AE(B)/KBZ/2025/O.I./D-2105 dated 17.09.2025 address to Ms. Amita Sharma w/o Sh. Rajesh Kumar Sharma, R/O 8795/3, 2nd floor, Multani Dhanda, Paharganj, New Delhi-110055. The MCD in the said letter submitted that an inspection report is submitted by Jr. Engineer concerned of the ward. As per the inspection report, property no. 8795/3, Multani Dhanda, Paharganj, New Delhi-110055 comprises of five parts. The booking which was done vide above mentioned file no. is for the property owned by Sh. Chander Prakash. No booking found for property earlier owned by Sh. Joginder Pal Bajaj in office records.
7. From the perusal of the property documents placed on record by the complainant it is evident that the complainant purchased property from Mr. Joginder Pal Bajaj. Therefore, as per above stated MCD letter, it's not the property of the complainant which is booked by MCD.
We also find that as per the site visit report filed by OP, the building of the complainant have electricity connections on other floors and only portion/floor of the complainant is without electricity.
Also, as per the complainant OP has already released a new electricity connection vide CA no. 54194268 in the building of Sh. Chander Prakash which is booked by MCD.

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8. Since the objection of OP for release of new electricity connection is not sustainable, therefore, we don't find any hurdle in releasing the new electricity connection as applied for by the complainant.

ORDER

The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007606694 at premises no. 8795/3, Gali no. 3, Multani Dhanda, Pahar Ganj, Delhi-110055 after completion of other commercial formalities as per DERC Regulations 2017.

The revised bill should be provided to the complainant within 21 days. OP is further directed to file compliance report within 21 days of the action taken on this 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. BINGH)
CHAIRMAN

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