

Consumer Grievance Redressal Forum
FOR BSES YAMUNA POWER LIMITED
(Constituted under section 42 (5) of Indian Electricity Act. 200
Sub-Station Building BSES (YPL) Regd. Office Karkardoom
Shahdara, Delhi-11003
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SECY/CHN 015/08N

C A No. Applied for
Complaint No. 322/2025

In the matter of:

Rakesh KumarComplainant

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)

Appearance:

1. Mr. Suraj Aggarwal, Counsel for the complainant
2. Mr. R.S. Bisht, Mr. Manoj Gangan, Mr. Anil Shukla, Mr. Gopal Pai, Mr. Nishant, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 15th January, 2026

Date of Order: 29th January, 2026

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

1. The present complaint has been filed by the complainant seeking conversion of electricity supply from **single phase to three phase (LT)** in respect of CA No. 101586215 and CA No. 01536795, installed at premises bearing No. B-3/365, Khasra No. 19/23, 33 Foota Road, Harsh Vihar, Delhi-110093. It is stated by the complainant that an application for conversion from single phase to three phase was duly submitted before the respondent in accordance with the applicable rules and regulations.

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However, the respondent rejected the said application without assigning any valid or cogent reasons, causing hardship to the complainant.

2. In its reply, the OP has submitted that the complainant is availing two **electricity connections**, bearing CA No. 101586215 and CA No. 101536795, and that both the said connections are admittedly being used for running **Fair Child Senior Secondary Public School**. The OP has further stated that the subject premises are presently being served through a **single phase High Voltage Distribution System (HVDS)**. It is contended that for providing a three phase connection, it is technically mandatory to develop a **new Low Voltage Distribution System (LVDS)** network in the area. The OP has further submitted that development of an LVDS network necessarily requires the **installation of an electric sub-station**, which is not presently available at the subject location. On these grounds, the OP has justified the rejection of the complainant's application for conversion from single phase to three phase supply. The OP has denied all other allegations made in the complaint and has prayed for dismissal of the same.

3. The complainant reiterates and reaffirms the contents of the complaint. The averments made in the reply, to the extent contrary to the complaint, are denied. That the submission of the OP that the complainant is availing two electricity connections bearing CA No. 101586215 and 101536795 for running **Fair Child Senior Secondary Public School** is not disputed. It is also submitted that as per DERC Regulations 31.08.2017, three phase connection is mandatory on load 10 KW and above, but in his case OP released him connections having load 1 KW and 12 KW on single phase.



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4. The complainant filed a document named 'final proposal' stated that OP has not provided a three phase supply, which has resulted in frequent meter burning, voltage fluctuation and tripping and electrical risk to school students. The complainant submitted that during joint inspection it was observed that existing three phase transformer supplying the area is only of 25 KVA, which is insufficient at a distance of about 250 meters. It is technically required to enhance the transformer capacity to 100 KVA. The complainant proposed that OP can enhance existing transformer capacity from 25 KVA to 100 KVA. Installation of feeder pillar at the space provided by the complainant. Laying LT underground or pole-mounted cable from the transformer to the complainant's premises to ensure proper supply stability.
The complainant also placed on record order of Electricity Ombudsman in the matter of Smt. Mala Devi Vs BSES YPL in which OP has submitted that "they have installed one double pole mounted 25 KVA three phase transformer bearing no. DLLDTRMS0 2555554 having serial no. 48561 at about distance of 2 meters from the premises of the complainant."
5. Against the proposal of the complainant, the OP submitted their response stating that enhancing capacity of existing transformer from 25 KVA to 10 KVA is technically not feasible. The existing transformer is located at a distance of more than 250 meters from the complainant's premises. Drawing supply through such a long service line is not permissible due to excessive voltage drop, higher technical loss, safety concerns and non compliance with standard distribution norms.

Regarding installation of feeder pillar is also not technically feasible. The area in question falls under an 11 KV HVDS network. In such system, supply cannot be provided directly through a feeder pillar.

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The voltage is first required to be stepped down from 11 KV to 440V through a transformer of appropriate capacity. Further, before installation of any feeder pillar, installation of a transformer along with RMU (Ring Main Unit) is mandatory as per technical and safety standards.

The installation of transformer, RMU and feeder pillar requires adequate space of prescribed dimensions, which is not available at site. The location proposed by the complainant is in front of the school gate, which is a sensitive area and installation of such heavy electrical infrastructure at that place is unsafe and impermissible from a safety point.

Regarding laying of underground or pole-mounted cable, same is also not feasible. As already stated the distance between eh source transformer and the complainant's premises is more than 250 meters. Underground cables over such a long distance pose serious issues of maintenance fault detection, water ingress, accidental damage and operational safety. Pole-mounted cables over such a distance are also not advisable due to voltage regulation issues, safety clearances and reliability concerns.

Finally, the proposals submitted by the complainant are technically unviable and unsafe. The same are contrary to the statutory framework of DERC Regulations 2017 and the complainant must first comply with the mandatory provisions of Regulations 17 (7) (i), 11 and 22 before seeking any enhancement or up gradation of the supply system.

6. This Forum has carefully considered the pleadings, submissions, and the regulatory framework governing supply of electricity.

Regulation 11 of the DERC Supply Code casts an obligation upon the distribution licensee to supply electricity and to undertake system augmentation, subject to technical feasibility and applicable provisions of the regulations.

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The said regulation does not confer an absolute or unconditional right upon a consumer to demand a particular mode of supply irrespective of existing network configuration.

Regulation 17(7)(i) provides that system strengthening or augmentation may be required for release or modification of supply. However, the said provision is applicable **where such augmentation is technically feasible and permissible within the existing distribution planning norms**. The regulation does not mandate creation of an entirely new distribution network or installation of a new sub-station for an individual consumer.

In the present case, the OP has specifically pleaded that the area is being served through HVDS, and that conversion to three phase LT supply would require development of a **new LVDS network along with installation of an electric sub-station**. No material has been placed on record by the complainant to controvert the said technical position.

Regulation 22 mandates that any rejection of a consumer's request must be reasoned and in accordance with the regulations. Upon perusal of the record, this Forum finds that the rejection of the complainant's application was based on **technical infeasibility and network constraints**, and cannot be termed arbitrary or non-speaking.

This Forum is of the considered view that according to DERC Regulations stated above, the complainant is liable to provide proper space for installation of ESS network keeping in view the safety of the school children.

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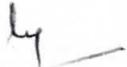
ORDER

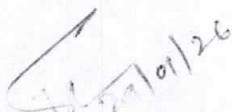
In view of the aforesaid findings and in exercise of powers under the DERC Supply Code Regulations 2017, the complaint is **dismissed**.

The rejection of the complainant's application for conversion from single phase to three phase LT supply is found to be **in accordance with Regulation 11, Regulation 17(7)(i), and Regulation 22** of the DERC Regulations.

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)


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


(P.K. SINGH)
CHAIRMAN

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