

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-11003
Phone: 32978140 Fax: 2238488
E-mail:cgrfbyp@hotmai.co
SECY/CHN 015/08N

C A No. 100524871
Complaint No. 374/2025

In the matter of:

Rakesh & Dinesh GolaComplainant

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. Neeraj Kumar, Counsel for the complainant
2. Mr. Rahul Saini, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 22nd January, 2026

Date of Order: 27th January, 2026

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

1. The brief facts of the grievance are that the complainant has applied for address correction in Electricity Connection against CA No. 100524871 installed at premises No. 715, Street No.21, Joshi Road, Karol Bagh, Delhi-110005.

The complainant also stated that at the time of the application of new connection their address was 912, Desh Bandhu Gupta Road, Naiwala, Karol Bagh and mentioned by BSES is 9/2 instead of 912, Original road, Opp. Govt. School, Naiwala, Karol Bagh.

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Secretary
CGRF (BYPL)

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking correction of address of electricity connection bearing CA No. 100524871 installed in the name of Mr. Amar Nath Jagan Nath at premises bearing address 9/2, Original Road, Opp. Govt. School Naiwala, Desh Bandhu Gupta Road, Delhi-110005. It is submitted that the reason for denial for correction of address is "Incomplete documents submitted by the applicant".

Reply further submitted that the connection in question is industrial connection which was energized in the year 1959 by the erstwhile DESU, in the name of Mr. Amar Nath & Mr. Jagan Nath, both sons of Sh. Ram Richpal. The complainant's alongwith application for name change filed death certificate of Sh. Jagan Nath & Sh. Amar Nath, sale deed dated 06.03.1996 in favour of Mr. Amar Nath.

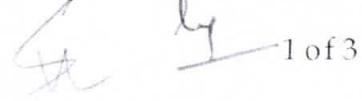
It is also submitted that as per application and agreement form the consumer namely Amar Nath Jagan Nath, both sons of Ram Richpal applied in the joint name, agreement was signed by Sh. Jagan Nath at the address plot/shop no. 912, GF, Desh Bandhu Gupta Road (original orad), Karol Bagh, New Delhi-110005.

3. The complainant in its rejoinder denied the allegations stated by the respondent in its reply. It is stated that the complainant applied for address correction as per Sale Deed situated at 912, Desh Bandhu Gupta Road, Naiwala, Karol Bagh, New Delhi-110005 address mentioned in BSES bill is 9/2, Original Road, Opp. Govt. School, Naiwala, Karol Bagh, New Delhi-110005.

It is also stated that the above said address is in the name of Amar Nath Jagan Nath, expired on dated 19.10.1996 and 24.10.2023. That Jagan Nath and his wife have no legal heir and they are the uncle and Aunty of the complainants. It is also submitted that the complainant is ready to submit any type of affidavit/Undertaking, if required for the address correction of the said connection.

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4. Arguments of both the parties are heard.
5. From the narration of facts and material placed before us we find that the complainants being sons of the registered consumer applied for address correction from 9/2 to 912. The OP along with its reply submitted copy of "Application & Agreement form" on which the address of the premises is 912, clearly evident. Thus we find that this is a typographical error which should be corrected by OP.

We also find that since the registered consumers of the subject connection have expired, the complainants should also apply for name change simultaneously.

ORDER

The complaint is allowed. OP is directed to correct the address of the Electricity Connection against CA No. 100524871 installed at premises no. 912, Desh Bandhu Gupta Road, Naiwala, Karol Bagh, Delhi-110005 after completion of other commercial formalities as per DERC Regulations 2017. The complainants are also directed to simultaneously apply for name change of the subject connection.

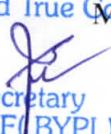
OP is further directed to file compliance report within 21 days of the action taken on this order.

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.

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(P.K. AGRAWAL)
MEMBER (LEGAL)


Secretary
CGRF(BYPL)


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


(P.K. SINGH)
CHAIRMAN 3 of 3