



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. Applied for Complaint No. 177/2025

In the matter of:

Ram Naresh Verma

.....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. Mr. Suraj Aggarwal, Counsel of the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 23rd September, 2025

Date of Order: 25th September, 2025

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

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007523298 at premises no. D-36-A, West Jyoti Nagar, Delhi-110094, the application of the complainant for new connection was rejected on the grounds of "applied address and existing meter address are different, building structure is G + 2 and three meters already exist.

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CGRF (BYPL)

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection under NX category at D-36-A, Kh. No. 50, GF, West Jyoti Nagar, Delhi-110094 vide application no. 8007523298. Reply further stated that the application of the complainant for new connection was rejected on following grounds:

 - A) Complainant has not filed any valid title documents to establish his locus qua to applied premises, hence hit by Regulation 10 of the DERC Supply Code 2017.
 - B) Building structure is ground + 2 floors and three meters already exist and further applied floor already has meter vide CA no. 101540239.
 - C) Mismatch between applied and existing meter address.
3. The counsel for the complainant in its rejoinder submitted that CA no. 101540239 is installed at the complainant's premise and because the address mentioned on the said connection is different from that of the complainant, therefore the complainant is ready to surrender with the condition that he will surrender the already installed connection at the time of installation of new connection. The complainant along with rejoinder filed property documents in his support.
4. During the course of arguments, it came to the knowledge and counsel for the complainant also admitted that CA no. 101540239 is in the name of Haroon. OP was directed to inspect the site and ensure whether Mr. Haroon is available at subject property.
5. Arguments of both the parties are heard.

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6. From the perusal of the property documents placed on record by the complainant the address of the property where connection has been applied for by the complainant is D-36-A, block -D, West Jyoti Nagar, Shahdara, Delhi-94. The property chain also proves that Mohd Haroon was erstwhile owner of the property.

Therefore, the complainant's submission that Mohd Haroon does not exist at the applied premises can be relied upon.

From perusal of the K.No. file of the connection in the name of Mohd Haroon, it is clearly evident that at the time of application of new connection the address was mentioned as B-36 instead of D-36. We also find that the other connections in the applied building on the first and second floor are installed at address D-36. It seems that Mohd Haroon at the time of application of new connection the address was inadvertently mentioned as B-36 instead of D-36.

7. In this regard, we are of the considered opinion that the objection raised by OP for not releasing the new connection to the complainant is not sustainable, therefore, OP should release the new electricity connection to the complainant as applied for. The complainant should also surrender the connection in the name of Mohd Haroon at the time of release of the new electricity connection in his name.

ORDER

The complaint is allowed. OP is directed to release the electricity connections as applied for by the complainant vide request no 8007523298 at ground floor of premises bearing no. J D-36-A, West Jyoti Nagar, Delhi-110094 after completion of other commercial formalities as per DERC Regulations 2017.

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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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