



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. 10119373
Complaint No. 275/2025

In the matter of:

Rasna GargComplainant

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. Anmol Garg, A.R for the complainant
2. Mr. Sanjay Kumar, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 20th January, 2026

Date of Order: 28th January, 2026

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

1. The complainant's grievance is regarding transfer of dues from CA No. 101472900 to CA No. 101519373 installed at premises No. C-143, Street No.6, Ganga Vihar, Delhi-110094, but respondent rejected the application of the complainant of dues transfer as the dues were transferred after verification by field executive and applicant also agreed that his meter and disconnected meter exists on same premises.

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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 relief of dues transfer against the premises no. C-143, Kh No.79, Gali No.6, Ganga Vihar, Karawal Nagar, Delhi-110094 having energy connection vide CA No.101472900.

Reply further submitted that there was an outstanding due amounting to Rs. 33,384/- and same was transferred from CA No. 101472900 (disconnected connection) to CA No. 101519373 (live connection) and the registered consumer of that said disconnected connection was brother of Mr. Satish Kumar Garg namely Mr. Rakesh Kumar Garg. It is further stated that Sh. Satish Kumar Garg applied for new and separate electricity connection on 20.06.2008 for the same premises on the first floor. While applying for new connection, he submitted documents such as Indemnity Bond, Dues Undertaking, Election Id card and Bills generated against Rakesh Kumar Garg along with GPA, Agreement Deed and Death Certificate of her mother. The previous electricity connection bearing CA No. 101472900 in the name of Rakesh Kumar Garg was permanently disconnected on the grounds of non-payment of dues. The said meter was sent to laboratory and after the examination, final bill was generated on 28.10.2024 for an amount of Rs. 33,384/-. Despite service of the final bill, Mr. Rakesh Kumar Garg did not paid the arrears of the bills against the consumption of electricity.

It is further stated that as per the site visit report the premises was feeding electricity vide CA No. 101519373 having Meter No.11814697 in the name of Satish Kumar Garg. That the Field Executive has called the registered consumer and confirmed on call that the dues of Rs. 33,384/- still pertains to the same site.

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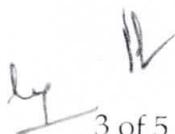
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3. The complainant in its rejoinder submitted that CA No. 101472900 and CA No. 101519373 were separate electricity connections and each CA number has a separate and independent contractual agreement with the licensee. It is further stated that "same premises" cannot automatically mean "same liability". The consumer on the first floor cannot be forced to bear the burden of arrears of a consumer on the ground floor. It is further submitted that while applying new connection in 2008, Satish Kumar Garg submitted documents like indemnity bond and dues undertaking but such documents, if any, could only cover dues existing at that time not any future defaults of another consumer many years later. It is also stated that complainant never received such notice of dues transfer stated by respondent.
4. Arguments of both the parties were heard.
5. From the narration of facts and material placed before us we find that the connection having CA no. 101519373 was energized in the year 2008 on the basis of GPA in favour of Smt. Pushpa Gupta, Indemnity Bond and dues undertaking filed by Sh. Satish Kumar Garg. The connection having CA No. 101472900 registered in the name of Rakesh Kumar Garg, (brother of Satish Kumar Garg) was already installed at the ground floor in the premises. The complainant applied for new connection on the first floor of the same premises. At the time of release of new electricity connection at first floor no dues were pending against the subject premises. The connection having CA no. 11472900 was permanently disconnected on 28.10.2024.
6. The relevant DERC Regulation in the present case is stated here below"

10. New and Existing Connections:-

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(4) Sub-divided Property:-

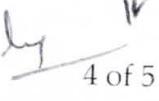
(i) Where property/premises have been legitimately sub divided, the owner/occupier of the respective portion of such sub-divided property shall be entitled to obtain independent connection in his name.

(ii) The Licensee shall provide the connection, to the applicant of respective portion of the legitimately sub-divided property, on payment of outstanding dues on pro-rata basis for that portion, based on the area of such sub-division or as mentioned in sub-division agreement, and the Licensee shall not deny connection to such applicant on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the Licensee demand record of last paid bills of other portion(s) from such applicant(s).

7. From perusal of the documents on record we could not find any relevant reason/document by OP to prove its contention that the dues of Rakesh Kumar Garg are payable by Sanjay Kumar Garg. We also find that the property is separately being owned by both the brothers. Sh. Rakesh Kumar Garg is residing at ground floor and Sh. Satish Kumar Garg on first floor; both the premises have different electricity connection and were using electricity through these connections. The dues undertaking filed by the complainant at the time of grant of new electricity connection in his favour was just documentation required by OP for release of new connection and for the dues pending at the time of release of new connection. The dues of Rakesh Kumar Garg are pertaining to his own portion and only he is responsible for the pending dues of his portion. There is no unauthorized extension of electricity found by OP. Only on the basis of blood relation the dues of other floor cannot be transferred to the occupant of other floor.

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8. In view of the above, we are of considered opinion that the dues transferred by OP are not legitimate. Therefore, the complainant is not liable to pay the dues of other portion of the property.

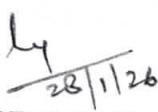
ORDER

The complaint is allowed. OP is directed to reverse the dues transferred to the live connection of the complainant having CA no. 101519373.

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.


28/1/26
(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN

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