



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. Applied for Complaint No. 369/2025

In the matter of:

RaziyaComplainant

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. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 13th January, 2026

Date of Order: 19th January, 2026

Order Pronounced By:- Mr. P.K. Singh, Chairman

1. The present complaint is filed by Ms. Raziya against BSES-YPL, Karawal Nagar.

2. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007817288 at premises no. C-45, Kh No.226/72, Gali No.1, Shiv Mandir Gali, Chand Bagh, Delhi-110094. It is also his case that OP rejected his application for new connection on the grounds of "pending with AM (PS)".

Attested True Copy

Secretary
CGRF (BYPL)

Complaint No. 369/2025

3. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises no. C-45, Kh No.226/72, Common Stairs ,Gali No.1, Shiv Mandir Gali, Chand Bagh, Delhi-110094 vide request no. 8007817288.

Reply further submitted that the building in question comprises of Ground Floor + 5 Upper Floors (G+5); hence, a valid Building Completion Certificate (BCC) and Fire Safety Clearance Certificate are mandatory. That the connection for common staircase use is not feasible in the absence of the No Objection Certificate (NOC) from all the existing connection holders in the building.

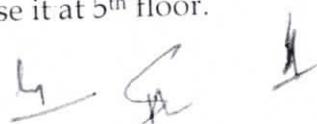
It is also submitted that already there are 15 domestic connections existing in the same premises.

4. The complainant in its rejoinder refuted all the objections raised by respondent in its reply. It is further stated that the NOC by the actual property holder on dated 03.11.2022 was submitted. It is also stated that many more DX & NX connections has been released on the above said applied address till date today Ground to Fourth Floor, Hence, no requirement for BCC/ Fire NOC. That the complainant is ready to submit any type of Affidavit/Undertaking required for the release of new Connection.

5. From the narration of the facts and material placed before us we find that the entire building is owned by a single family and all the meters installed in the building are issued in the name of members of single family, therefore, we cannot consider NOC filed by the complainant and the complainant has filed this complaint for new electricity connection for common stairs with malafide intentions to use it at 5th floor.

Attested True Copy


Secretary
CGRI(BYPL)



Complaint No. 369/2025

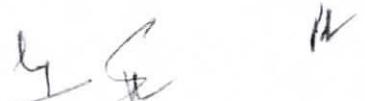
6. Therefore, we are of considered opinion that the fifth floor of the building is exceeding the 15 meters height, thus for release of the new electricity connection the complainant has to file fire safety clearance certificate from fire department.

DERC had clarified the issue regarding height of the building by its circular letter no. F.17 (85)/Engg./DERC/2016-17/5409/487 dated 31.05.2019. In para 2 of this letter DERC had noted submission of Discom's that "DISCOMs have stated that they insist upon fire clearance certificate from the applicant for release of electricity connection based on the application format prescribed by DERC which inter alia states that in case the total height of the building is more than 15 meters, fire clearance certificate has to be obtained by the applicant and is available."

Again on 15.04.2021, DERC issued Schedule of Charges and the Procedure (Sixth Amendment) Order, 2021, reiterating the following:

(3) In case of residential buildings, for release of electricity connection the Distribution Licensee shall not insist for Fire Clearance Certificate for the residential building having height upto 15 meters without stilt parking and upto 17.5 meters with stilt parking:

4(1) In case the total height of such building is more than 15 meters without stilt parking and more than 17.5 meters with stilt parking, the distribution licensee shall:



Complaint No. 369/2025

(i) release the electricity connection in the dwelling units which are within the height of 15 meters without stilt parking and within the height of 17.5 meters with stilt parking of the building, without insisting for Fire Clearance Certificate:

(ii) in the dwelling units which are above the height of 15 meters without stilt parking and which are above the height of 17.5 meters with stilt parking of the building, the electricity connection shall not be provided unless the fire clearance certificate has been obtained:

Provided that in case such dwelling units above 15 meters without stilt parking and above 17.5 meters with stilt parking of the building indulge in unauthorized connection from the system of licensee or from the live connection of any other consumer, the licensee may initiate an action as per provisions of Section 126, Section 135, Section 138 or any other section as may be applicable of the Electricity Act, 2003 and the electricity connection of such consumer who has provided the supply unauthorisedly, shall be disconnected immediately;

4(2) The Distribution Licensee shall inspect such premises periodically.

7. In view of the aforesaid Regulations of the DERC Supply Code 2017, and sixth amendment, there should not be any ground of misunderstanding with regard to the height of the building and OP should scrupulously follow the regulations laid down by DERC for release of the connection.

Y. G. H.

4 of 5

Attested True Copy


Secretary
CGRF (BYPL)

Complaint No. 369/2025

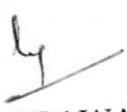
ORDER

The complaint is rejected. OP has rightly rejected the application of the complainant for the new electricity connection.

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.


(P.K. AGRAWAL)
MEMBER (LEGAL)

 19/11/26
(S.R. KHAN)
MEMBER (TECH.)

 19/11/26
(P.K. SINGH)
CHAIRMAN

5 of 5

Attested True Copy


Secretary
CGRF(BYPL)