

# 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@hotmail.com

SECY/CHN/015-08NKS

C A No. Applied for  
Complaint No. 570/2024

In the matter of:

Reena Devi

.....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. Aashish, Counsel of the complainant along with complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

## ORDER

Date of Hearing: 01<sup>st</sup> May, 2025

Date of Order: 13<sup>th</sup> May, 2025

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

1. The present complaint has been filed by Reena Devi against BSES Laxmi Nagar.
2. The brief fact of the case giving rise to this grievance is that the complainant applied for new electricity connection vide request no. 8007084908 at premises no. WE-29-B, 2<sup>nd</sup> Ifoor, Gali no. 3, Shakarpur, Delhi-110092.

Attested True Copy

Secretary  
CGRF (BYPL)

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The application of complainant was rejected by Opposite Party (OP) BYPL on the grounds of meter already exist vide meter no. 11122805 and dues at site.

3. The respondent in reply briefly stated that the present complaint has been filed by complainant seeking new electricity connection under domestic category at premises bearing no. 29, old plot no. 14-A, Second floor, New no. WE-29-B, Gali no. 3, Shakarpur, Delhi-110092 vide request no. 8007084908.

Reply further submitted that the application of new connection of the complainant was rejected on grounds of connection already exists upon the applied premises in the name of Pooran Chand vide CA no. 101002125 and pending energy dues exists at site in the name of Shashi Mahajan against CA no. 350466764.

It is also submitted that applied premises already have an existing connection in the name of Pooran Chand vide C A No. 101002125, hence in express admission and non-availability of separate dwelling unit no new connection can be released as applied by the complainant.

Also, pending energy dues against CA no. 350466764 which is in name of Shashi Mahajan for a sum of Rs. 1240/- as on 18.11.2024 which needs to be cleared prior to grant of new connection.

4. The counsel for the complainant did not file rejoinder. The complainant filed chain of property documents showing her occupancy/ownership of property bearing no. WB-29, second floor, Gali no. 1, Shakarpur, Delhi-110092. From the perusal of the documents filed by the complainant is the owner and in possession of property at second floor of WB-29, Gali no. 3, Shakarpur, Laxmi Nagar, Delhi-110092.

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CGRF (BYPL)

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5. Both the parties were directed to conduct joint site visit. OP was also directed to present K.No. file of Puran Chand, whose connection is installed at second floor of WB-29, Gali no. 3, Shakarpur, Laxmi Nagar, Delhi-110092.
6. OP stated that K.No. file of connection in the name of Puran Chand is not traceable. OP filed site visit report mentioned therein the details as under:
  - a) Meter no. 35327783, billing address no floor mention actual floor address is ground floor.
  - b) Meter no. 11122805, is supplying electricity at 1<sup>st</sup> floor.
  - c) Meter no. 11978862; billing address and supply address, both are 3<sup>rd</sup> floor.
  - d) Meter no. 35942693, billing address and supply address both are fourth floor.
  - e) There is no connection supplying electricity at the second floor but on the bill of meter no. 11122805 the address mentioned is of second floor, which needs to be corrected by OP.
7. From the perusal of the said site visit report, it is clearly evident that address of connection having meter no. 11122805 is showing 2<sup>nd</sup> floor but the said connection is being used at the first floor. No connection is catering electricity at the second floor.
8. Therefore, in view of the above, we are of the considered opinion that OP should effect the floor change of the connection showing address of 2<sup>nd</sup> floor and release the new connection as applied for by the complainant on 2<sup>nd</sup> floor.

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9. The objection of OP is not justified and we cannot deprive the complainant of electricity. Therefore, OP is hereby directed to grant the application of the complainant for electricity connections in the applied premises.
10. Water and electricity is integral part of right of life. Hon'ble Supreme Court in the matter of Dilip (dead) LR Vs Satish, in the case no. SSC 810 dated 13.05.2022 has held that electricity is basic amenity which a person cannot be deprived off. Even on the principle of law there should be equity before law and equal protection of law in the spirit of constitution.
11. Therefore, respondent may be directed to provide the connection to the complainant.

ORDER

The complaint is allowed. Respondent is directed to release the new connections applied by complainant vide application no. 8007084908 at premises no. WB-29-B, 2<sup>nd</sup> floor, Gali no. 3, Shakarpur, Delhi-110092, after completion of all the commercial formalities required for giving connection as per DERC Regulations 2017. OP is further directed to change the address of connection in the name of Puran Chand from 2<sup>nd</sup> floor to its respective floor.

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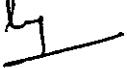
This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

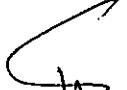
The parties are hereby informed that instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

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.

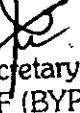
  
(H.S. SOHAL)  
MEMBER

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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

  
(P.K. SINGH)  
CHAIRMAN

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Secretary  
CGRF (BYPL)