



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. 165/2023

In the matter of:

Reeta JaiswalComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. Nishat Ahmed Alvi, Member (CRM)
3. Mr. P.K. Agrawal, Member (Legal)
4. Mr. S.R. Khan, Member (Technical)

Appearance:

1. Mr. Neeraj Kumar, Counsel of the complainant
2. Ms. Ritu Gupta, Mr. Deepak Verma, Ms. Shweta Chaudhary Ms. Divya Sharma, On behalf of BYPL

ORDER

Date of Hearing: 09th May, 2023
Date of Order: 15th May, 2023

Order Pronounced By:- Mr. Nishat Ahmed Alvi, Member (CRM)

1. As per complaint, the complainant applied for new electricity connection at premises no. B-108, GF, Kh. No. 128, Gali No. 1, Pratap Nagar, Saboli, Delhi-110093, but respondent rejected the application of the complainant for new connection due to removal of existing meter required and address mismatch between applied address and existing meter bill address. He further submitted that he had already

Attested True Copy
Attested True Copy
Secretary
Secretary
CGRF (BYPL)

G. Y. Jaiswal

Complaint No. 165/2023

applied for meter removal of CA No. 1031973603 on dated 23.01.2023, therefore he requested for release of new electricity connection.

2. OP in its reply briefly submitted that the complainant is seeking new connection for ground floor of premises bearing no. B-108, Kh. No. 128, Gali no. 1, Pratap Nagar, Saboli, Delhi-110093. In respect of the said application of the complainant deficiency letter was issued and complainant was asked to get the existing meter removed against CA No. 101638769 and further on account of mismatch of address.

OP further added that the complainant applied for disconnection of existing connection vide MRO no. 8006126745 against which device removal order bearing no. 1031973603 was generated. However, on account of dispute at site meter could not be removed and as such the said request/order stands cancelled. As the subjected premises are already electrified as such no new connection can be granted till the existing meter is removed.

3. During the course of hearing, the counsel of the complainant submitted

that he had already made the request for removal of meter. OP stated that there was resistance at site for removal of meter.

4. In view of the above, we are of considered opinion that the only hindrance, in releasing new connection, is disconnection of existing connection installed at the premises of the complainant, due to protest at site to disconnect the existing connection. Now OP is ready and willing for disconnection aforesaid provided complainant cooperates and sees that there is no such protest/hindrance.

Attested True Copy
Signature
Secretary
CGRF (BYPL)

Abby Sehgal

Complaint No. 165/2023

ORDER

On the basis of aforesaid facts and circumstances we allow the complaint of the complainant with the direction to OP to release the new connection applied for by fulfillment of all commercial formalities, after disconnection of the existing meter for which complainant shall provide full support and protection to OP to enable hindrance free disconnection.

The case is disposed off as above.

No order as to the cost. Both the parties should be informed accordingly.
Proceedings closed.

dear *by* *C* *W*
(NISHAT A. ALVI) (P.K. AGRAWAL) (S.R. KHAN) (P.K. SINGH)
MEMBER (CRM) MEMBER (LEGAL) MEMBER (TECH.) CHAIRMAN

3 of 3

Attested True Copy

grea
Secretary
CGRF (BYPL)