



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-11003

Phone: 32978140 Fax: 2238488

E-mail:cgrfbyp1@hotmail.com

SECY/CHN 015/08Nk

C A No. Applied for
Complaint No. 54/2023

In the matter of:

Rini KhannaComplainant

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)
5. Mr. H.S. Sohal, Member

Appearance:

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

ORDER

Date of Hearing: 23rd March, 2023

Date of Order: 27th March, 2023

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

1. This complaint has been filed by Ms. Rini Khanna, against BYPL-NNG.
2. The brief facts of the case giving rise to this grievance are that complainant applied for new electricity connection vide request no. 8006072836 at premises no. 1, second floor, KH. No. 10/3, Mandoli Near Milan Garden, Delhi-110093 but respondent rejected his application for

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Secretary
CGRF (BYPL)

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new connection due to one connection already exists on second floor under domestic category.

3. OP in its reply briefly stated that the complainant is seeking fresh electricity connection on second floor of property bearing no. 1, Kh.No. 10/3, Mandoli, Near Milan Garden, Delhi-110093. The complainant applied for fresh electricity connection on second floor vide request no. 8006072836 for non-domestic purpose.

The site of the complainant was visited on 04.01.2023 and it was found that property consists of ground + two floors over it. It is submitted that the second floor in respect of fresh electricity connection was applied found already electrified with meter bearing no. 35774172 domestic meter.

OP further added that said building has two electricity connections one commercial connection energized through meter no. 7028335 for fist floor and one domestic connection energized through meter no. 35774172 for second floor, as such no connection can be granted for second floor.

4. During the arguments, OP submitted that since they cannot release another connection on the second floor of the premises as already a domestic connection is energized there, they advised the complainant to apply for category change of the domestic connection to commercial connection. The representative of the complainant agreed.
5. Therefore, we are of considered opinion that the complainant should apply for category change as per the prescribed rules and regulations in DERC Guidelines 2017 and OP should take necessary action accordingly, within stipulated time period as per DERC Guidelines 2017.

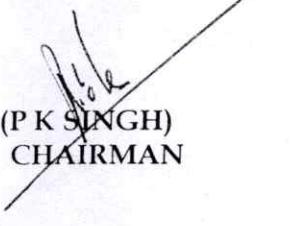
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ORDER

The complaint is allowed. The respondent is directed to change the category of the domestic connection as per complainant's application for change of category within stipulated time period as per DERC Regulations 2017.

The case is disposed off as above.

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


(P K SINGH)
CHAIRMAN


(P.K.AGRAWAL)
MEMBER-LEGAL

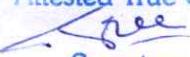

(S.R. KHAN)
MEMBER-TECH


(H.S. SOHAL)
MEMBER


(NISHAT AHMAD ALVI)
MEMBER-CRM

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CGRF (BYPL)