



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. 324/2024

In the matter of:

Rita Devi

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. N.A. Alvi, Member (CRM)
3. Mr. S.R. Khan, Member (Technical)
4. Mr. H.S. Sohal, Member

Appearance:

1. Mr. Rizwan Ahmed, Representative of the complainant
2. Ms. Ritu Gupta, Mr. R.S. Bisht & Mr. Akshat Aggarwal, on behalf of respondent

ORDER

24<sup>th</sup>  
Date of Hearing: 22<sup>nd</sup> October, 2024  
Date of Order: 28<sup>th</sup> October, 2024

Order Pronounced By:- Mr. S.R. Khan, Member (Technical)

1. The brief facts of the case giving rise to this grievance is that the complainant applied for name change from Rita Devi to Raj Kumar Rathore of connection having C A no. 152082025 installed at premises no. A-40, 2<sup>nd</sup> floor, Giri Marg, Mandawali Fazalpur, Delhi-110092 vide request no. OOLNR2205241186. OP rejected her application for name change on pretext of ownership proof required and back chain of property.

Attested True Copy  
S. Deo  
Secretary  
CGRF (BYPL)

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The complainant further stated that he purchased the property from Mr. Prakash Singh and there is no mention of Rita Devi in property chain as Mr. Prakash Singh gave NOC for installation of meter in the name of Rita Devi.

2. The respondent in reply briefly stated that the complainant wants name change from Rita Devi to Raj Kumar Rathore in respect of connection bearing C A no. 152082025 installed at premises no. A-40, 2<sup>nd</sup> floor, Giri Marg, Mandawali Fazalpur, Delhi-110092 vide request no. OOLNR2205241186 and same were rejected as back chain of ownership papers was not provided by the complainant.  
Reply further stated that the complainant has submitted ownership documents in the forum of GPA, agreement to sell etc dated 12.01.2021 executed by Prakash Singh, the connection in respect whereof name change is sought is of the year 2017.
3. In response to the reply, the complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and reiterated his original complaint.
4. During the course of hearing, OP was directed to produce K.No. file of the connection having C A No. 152082025 installed in the name of Rita Devi. OP submitted the file in the Forum, from perusal of the K.No. file, it was clearly evident that the connection in the name of Rita Devi was granted on the NOC given by Mr. Prakash Singh.
5. In view of the above, we are of considered opinion, that the plea of OP in rejecting the application of the complainant for name change is unjustified. There are enough documents on record required for name change of the connection.

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Secretary  
CGRF (BYPL)

*SP*

*Deew*

*V*

Complaint No. 324/2024

ORDER

The complaint is allowed with the directions to the OP to change the name of connection having CA no. 152082025 in the name of Raj Kumar Rathore, from the earlier user of the connection i.e. Rita Devi.

This Order shall be complied with 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 the instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

If the Orders are not appealed against within the stipulated time or no interim stay thereon has been granted by the Ombudsman, the same shall be deemed to have attained finality.

Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.

ON leave  
(H.S. SOHAL)  
MEMBER

*Deepl*  
(NISHAT A ALVI)  
MEMBER (CRM)

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

*P.K. SINGH*  
(P.K. SINGH)  
CHAIRMAN

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free  
Secretary  
CGRF (BYPL)