



C A No. Applied for  
Complaint No. 330/2024

In the matter of:

Ritu Sharma

.....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. Imran Ul Haq Siddiqi, Counsel of the complainant
2. Ms. Kavya, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, on behalf of respondent

ORDER

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 she applied for new electricity connection vide request no. 8006961219 at premises no. PP-4, PP-block, Laxmi Nagar, Delhi-110092 but respondent rejected the application of the complainant on pretext of parking meter already exist, but the complainant stated that she is owner of the ground floor and existing meter of parking is used for common lights.

*[Handwritten signature]*

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2. The respondent in reply briefly stated that by the way of present complaint, the complainant is seeking new domestic electricity connection for the ground floor of property bearing no. PP-4, PP-block, Laxmi Nagar, Delhi-110092 vide request no. 8006961219.

Upon inspection of the subject premises, it was found that the subject property consists of the ground floor plus the upper ground floor plus four floors over it and mumty on top. Therefore, the building consists of a total of six floors. The following connections were released in the year 2022-2023

S.No.	C.A. No.	R/C	Floor	D.O.I.
1	153950895	Anil Kumar Shukla	Lift, parking	19.10.2022
2	153949039	Anuj Kumar shukla	U GF	13.10.2022
3	154136296	Radha Sabherwal	FF	05.05.2023
4	153950897	Anuj Kumar shukla	SF	11.10.2022
5	153946362	Anuj Kumar shukla	TF	13.10.2022

The complainant earlier made complaint in the Forum vide C.G. No. 198/2024, in which BCC was submitted by the complainant. The connection on the ground floor was initially granted for domestic purpose and later on, on account of misuse, the connection was changed to NX connection.

Reply further states that as the ground floor which has only one unit and the rest of the area whereof is a parking area and as there are two connections in respect of said two portions of the ground floor as such no new connection can be granted. The complainant separately submitted the category change request from NX to DX against order no. 8007070474 and shows the same ground floor unit as DX unit for category change.

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Reply further states that as applied portion is already getting electricity through C A no. 100956029, as such the complainant is advised to get the name change and category change along with rectification of billing address done in respect of already existing connection.

3. In response to the reply of OP, the complainant in his rejoinder refuted the contentions of the respondent as averred in their reply and submitted that C.G. No. 198/2024 was dismissed by the Forum; later the complainant approached Hon'ble Ombudsman. Regarding connection having meter no. 11577275 is of NX category and not in the name of the complainant, hence a request of new domestic connection was made but the same was denied due to existence of NX connection and even when the complainant was refused to new domestic connection and was asked to apply for category change of the existing connection. A request for category change was also made but same was denied by OP.
4. During the course of arguments, OP stated that the complainant has to surrender the already installed connection and also pay all the pending dues, the counsel of the complainant agreed to the same.

ORDER

The complaint is allowed with the directions to the complainant to surrender the already installed connection and payment of all the pending dues and completion of all other formalities as per DERC Regulations 2017. OP is also directed to release the new electricity connection as applied for by the complainant, after fulfillment of above stated conditions. The new connection should be released on the same of surrendering of the old connection by the

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*[Handwritten signatures]*



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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

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

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

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

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Secretary  
CGRF (BYPL)