

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:cgrfbypl@hotmail.com
SECY/CHN 015/08NK

C A No. Applied for
Complaint No. 189/2025

In the matter of:

Roshini KumariComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Agrawal, Member (Legal)
2. Mr. S.R. Khan, Member (Technical)

Appearance:

1. Mr. Vinod Kumar, Counsel for the complainant
2. Mr. R.S. Bisht, Ms. Charu Biblani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 18th November, 2025

Date of Order: 24th November, 2025

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

1. The brief facts of the case giving rise to this grievance are that the complainant applied for new electricity connection vide request no. 8007593151 at premises no. B-61-A, Plot no-B-54/1, Gali No.1, Mukund Vihar Karawal Nagar, Delhi-110094 which was rejected by OP on the grounds of Space for Electric Sub-Station Required. Complainant stated that there are multiple connections are being installed in the area and requested the Forum to direct the respondent for release of new electricity connection.

Attested True Copy

Secretary
CGRF (BYPL)

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises no. B-61-A, Plot no-B-54/1, Gali No.1, Mukund Vihar Karawal Nagar, Delhi-110094 vide request no. 8007593151 has been rejected by the respondent. The reply also stated that plot is sold by Sh. Jainender Bansal S/O Sh. Narender Kumar, is of 1016 sq. yds and individual purchasers are making construction over the same and applying for individual electricity connections.

Reply further stated that respondent rejected the request of the complainant for new connection because consumer has failed to provide Space for Installation of ESS.

3. The complainant in rejoinder refuted the contents of the respondent as averred in their reply and stated that the complainant is the owner of the property of 28 sq.yds and ESS space does not apply upon the complainant because no portion is left upon the said property. It is further stated that there is no deficiency on the part of the complainant in order to release the electricity connection. It is further submitted that the order passed by the OMBUDSMAN in a similar matter for release of the new connection is also applicable in the present case and the same apply upon the respondent company for release of electricity connection in the present matter. It is further stated that another builder has given the land for installation of two electricity transformer and one transformer was installed and another's space is still vacant and the space is just 300-350 steps far away from the applied premises of the complainant.

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4. Based upon the joint site visit, OP submitted that it is new developing area and ESS space is required.
5. Arguments of both the parties were heard.
6. On final date of hearing the officer of the O.P. stated that they are withdrawing their objection of requirement of ESS space for installation of new electricity connection in that area.
7. Since the objection of OP for release of new electricity connection is itself withdrawn by them, therefore, we don't find any hurdle in releasing the new electricity connection as applied for by the complainant.

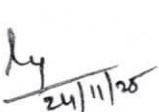
ORDER

The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007593151 at premises no. B-61-A, Plot no-B-54/1, Gali No.1, Mukund Vihar Karawal Nagar, Delhi-110094 after completion of other commercial formalities as per DERC Regulations 2017.

OP is further directed to file compliance report within 21 days of the action taken on this 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.


(P.K. AGRAWAL)
MEMBER (LEGAL)


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

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