



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

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SECY/CHN 015/08NKS

C A No. Applied For
Complaint No. 193/2025

In the matter of:

Sadhna Gupta

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. S.R. Khan, Member (Technical)
3. Mr. H.S. Sohal, Member

Appearance:

1. Mr. Aslam Parvez, Counsel of the complainant
2. Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 04th September, 2025

Date of Order: 15th September, 2025

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

1. The brief facts of the case giving rise to this grievance are that complainant applied for new electricity connection vide request no. 8007399668 at premises no. 117, shop no. 12, Main Bazar Laxmi Nagar, Delhi-110092. It is also her submission that OP rejected her application for new electricity connection on the grounds of building height more than 15 meters, fire NOC required, applied an existing meter address are different and dues at site.

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Secretary
CGRF (BYPL)

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2. The respondent in reply briefly stated that the complainant is seeking new electricity connection under NX category for ground floor premises bearing address F-117, Kh. No. 59/19/1, ground floor, shop no. 12, main bazar, Laxmi Nagar, Delhi-110092 vide application no. 8007399668. The application of the complainant was rejected on following grounds:
 - a) Fire safety clearance is required for the applied premises as the height of the building is more than 15 meters which consists of basement, ground floor, first floor, second floor, third floor and fourth floor, plus PG on second floor. Therefore, as per Rule 27(7) of the Delhi Fire Service Rules 2010, business buildings exceeding 15 meters in height or having ground plus four upper stories including a mezzanine floor are likely to cause a risk of fire, thus requiring fire safety clearance.
 - b) That the applied address is F-117, shop no. 12, Main Bazar, Laxmi Nagar, whereas the address associated with the existing meter bearing meter no. 17067193 is F-118, Laxmi Nagar.
 - c) There are outstanding electricity dues at site against CA no. 100975534, which have been considered for pro-rata calculations amounting to Rs. 784/-.
3. The complainant in rebuttal reiterated original complaint and submitted that she applied for new electricity connection at ground floor for a shop only. She further submitted that respondent released new connection in the year 2023 vide CA no. 154199984 on the 4th floor of subject premises without asking for fire clearance. Also respondent has released three more connections in the same premises in the year 2023.
4. Arguments of both the parties were heard.

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5. From the narration of facts and material placed before us we find that OP raised three fold objections for rejecting the application of the complainant for new connection under NX category. The first objection raised by OP is address mismatch. In this regard, the complainant placed on record registered sale deed in her favour dated 04.11.2024. The address mentioned in the sale deed is shop no. 12, F-117, out of Khasra no. 59/19/1, Main Market, Laxmi Nagar and the application made by the complainant for new connection also contains same address, and therefore this objection of OP is set aside.

OP raised other objection that there are pending pro-rata dues of Rs. 784/- which the complainant is ready to pay.

The last objection raised by OP is requirement of fire NOC as building height is more than 15 meters. In this regard, the building structure submitted by OP is stated as basement + Ground + four floors over it. The height of the building is measured from the ground level thus basement is excluded from measuring the building height. The building having structure ground plus four floors over it is well within the 15 meters' height. Therefore, we do not find this objection of OP sustainable here as the height of the building is less than 15 meters.

6. Therefore, we find no lapse on the part of the complainant and the rejection of application of the complainant for release of new electricity connection by OP is unjustified. In view of the above, we are of considered opinion that the complainant should be granted new electricity connection.



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ORDER

Complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007399668 at shop no. 12, at premises no. F-117, Main Bazar, Laxmi Nagar, Delhi-11-92 after completion of all other commercial formalities as per DERC Regulations 2017.

OP is 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.


(H.S. SOHAL)
MEMBER


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


(P.K. SINGH)
CHAIRMAN

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