



## 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/015/08NKS

C A No. Applied for  
Complaint No. 317/2024

In the matter of:

Sajjan Kumar Goel & Others

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. Nishat A Alvi, Member (CRM)
3. Mr. P.K. Agrawal, Member (Legal)
4. Mr. S.R. Khan, Member (Technical)

Appearance:

1. Mr. Imran Ul Haq Siddiqi, Counsel of the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Seema Rawat, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

### ORDER

Date of Hearing: 13<sup>th</sup> August, 2024

Date of Order: 19<sup>th</sup> August, 2024

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


1. The brief fact of the case giving rise to this grievance is that the complainant applied for new electricity connections vide request no. 8006892121, 8006895178, 8006895169, 8006895159, 8006897388 and 8006895189 at premises no. D-200, UGF, D-block, West Vinod Nagar, Kumayoun Sqaure, Delhi-110092, but respondent rejected their applications for new connections on pretext of MRO required 35821674, improper pole clearance, building height more than 15 meters.

Attested True Copy

  
Secretary  
CGRF (BYPL)





  
1 of 3

Complainant No. 317/2024

2. The respondent in reply briefly stated that the present complainant has been filed by complainants seeking six new electricity connections from which four new connections have already been released and for the remaining two connections the following deficiencies were found:
- a) Application no. 8006897388 for GF parking, said application was rejected as parking was under construction at the time of site visit, despite multiple site visit construction is going on.
  - b) Application no. 8006895189, for 4<sup>th</sup> floor, as the applied floor is effective 5<sup>th</sup> floor and same can only be energized subject to submission of either BCC or Fire clearance certificate from the competent authorities.
3. Counsel for the complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that before filing this complaint, he telephonically informed customer care of OP that parking work is complete and they can inspect the same but OP did not pay any heed to his request. Regarding the connection of 4<sup>th</sup> floor, since the ground floor is complete parking thus the complainant is entitled for connection on 4<sup>th</sup> floor under sixth amendment as building height is below 17.5 meters.
4. During the course of arguments, OP states that they are ready to release the new connections to the complainant provided the complainant is required to submit Architect Certificate regarding height of the building and also an affidavit/undertaking stating therein that parking is complete.

The counsel of the complainant agreed to provide the same.





  
2 of 3

**Complainant No. 317/2024**

5. Thus, in view of above, we are of considered opinion that the new connections applied by the complainant can be granted after submission of above said Architect Certificate and an affidavit/undertaking by the complainant that the parking on ground floor is complete.


**ORDER**


Complaint is allowed. Respondent is directed to release the new electricity connection as applied for by the complainant vide request no. 8006897388 and 8006895189 at ground floor and fourth floor of premises no. Khasra No. 791, D-block, West Vinod Nagar, Kumano Square, Delhi, subject to submission of above stated documents i.e. Architect Certificate and an undertaking/affidavit stating that parking on ground floor is complainant and fulfilling any other required commercial formalities 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.

  
(NISHAT A ALVI)  
MEMBER (CRM)

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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

  
(P.K. SINGH)  
CHAIRMAN

3 of 3

Attested True Copy

  
Secretary  
CCRF (BYPL)