



# 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:cgrfbyppl@hotmail.com

SECY/CHN 015/08NKS

## C A No. Applied For Complaint No. 12/2025

### In the matter of:

Samita .....Complainant

### VERSUS

BSES Yamuna Power Limited .....Respondent

### Quorum:

1. Mr. S.K Khan, Member (Tech.)
2. Mr. H.S. Sohal, Member

### Appearance:

1. Mr. Ankit Sharma, Counsel of the complainant
2. Mr. Akash Swami & Ms. Chhavi Rani on behalf of respondent.

### ORDER

Date of Hearing: 24<sup>th</sup> April, 2025

Date of Order: 07<sup>th</sup> May, 2025

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

1. The brief facts of the case giving rise to this grievance are that the complainant applied for new electricity connection vide request no. 8007329512 at premises no. C-458, Pratap Nagar, Gali No.-5 Saboli, Delhi -110093. The application of the complainant was rejected by the opposite party on the pretext of Space for Electric Sub Others, Ownership Proof Required-self attested ownership proof required (Old order no- 8007215869 & entire area 1000 sq. yds approx, ESS space required.

Attested True Copy

Secretary  
CGRF (BYPL)

Complaint No. 12/2025

2. The respondent in reply briefly stated that the present complaint has been filed by the complainant seeking for new NX temporary connection at the premise no. C-458, Kh. No. 15, C-block, GF, Pratap Nagar, Gali no. 5, Saboli Delhi, Near Panch Mukhi Mandir, Delhi - 110093. The application of the complainant for new connection was rejected by the respondent for want of electric sub-station space at the applied premises and mismatch between title documents

Reply further submitted that the complainant has not been able to establish the difference title documents viz a viz the property being shown in one of the title document i.e. GPA dated 01.04.2004, the narration of property is land measuring area 1000 sq. yards out of Khasra no. 15, situated at village Saboli in the abadi of Pratap Nagar, Saboli, Illaqa Shahdara, Delhi-110093 and in another title document i.e. GPA dated 06.11.2023 by Anil Kumar in favour of Samia records the description of property as C-458, Gali no. 5, Pratap Nagar, Illaqa Shahdara, Delhi-93.

Hence, there is glaring difference between the two sets title document and the case is hit by regulation (3) of DERC supply code and performance standards regulation 2017.

3. Counsel for the complainant filed rejoinder refuting therein the contentions of the respondent as averred in their reply and summated that a new connection vide order no. 8007329512 at premises bearing no. C-458, Pratap Nagar, Gali No.-5 Saboli, Delhi -110093 is applied by the complainant. It is further submitted that the cause of action of OP clearly shows that it is against the complainant.

2 of 4

Attested True Copy

Secretary  
CGRP (BYPL)

Complaint No. 12/2025

Rejoinder further submitted that OP has already given electricity connections in the same Khasra no. 15 in the year 2023 at house no. C-457 and the complainant's house no is C-458 in the same Khasra no. 15. Complainant further submitted that title documents are valid document and there is no mismatch of address as the property is legally transferred between the parties.

4. Heard both the parties and perused the record.
5. From the narration of facts and material placed before us we find that complainant applied for new electricity connection at her premises no. C-294, GF, Khasra no. 13/1, Gali no. 6, Radha Vihar, Delhi-110093. It is also submitted that complainant purchased the property in question on 06.11.2023 vide sale deed for plot measuring area 25 sq. yards. The previous owner Mr. Anil Kumar is owner of vacant plot bearing Khasra no. 15, Land area measuring 25 sq. yards who sold this property to the complainant. OP rejected the application of the complainant for new connection on grounds of ESS space required.

Undoubtedly the previous owner of the plot namely Anil Kumar is owner of 1000 sq yards of land but the present owner/complainant is only owner of 25 sq. yards of land. The objection of OP for want of ESS is not justified for the complainant as the complainant cannot provide space for ESS.

The complainant has submitted that OP has released electricity connection in the adjoining premises also which OP has not denied. We also went through the orders of Hon'ble Ombudsman in the matter of Isha Vs. BSES YPL, vide its order dated 04.03.2025 has directed the DISCOM to release the new connection from the existing network upon completion of commercial formalities.

Attested True Copy

Secretary  
CGRF (BYPL)



Complaint No. 12/2025

6. In the present complaint also we find that the complainant cannot provide the space for ESS. It is only the developer of the area who can provide ESS space. Therefore, OP with the help of the complainant should meet the developer and explore space for installation of ESS. The complainant cannot be deprived of his right for electricity since Water and electricity is integral part of right of life. Hon'ble Supreme Court in the matter of Dilip (dead) LR Vs Satish, in the case no. SSC 810 dated 13.05.2022 has held that electricity is basic amenity which a person cannot be deprived off. Even on the principle of law there should be equity before law and equal protection of law in the spirit of constitution.

ORDER

The complaint is allowed. Respondent is directed to release the new connection applied by complainant vide application no. 8007329512 at premises no. C-458, Pratap Nagar, Gali no. 5, Saboli, Delhi -110093, after completion of all the commercial formalities required for giving connection as per DERC Regulations 2017.

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

  
7/5/25  
(S.R. KHAN)  
MEMBER (TECH.)

Attested True Copy

  
Secretary  
CGRP (BYPL)