

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. 168/2025

In the matter of:

Sanju Devi

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

1. Mr. Neeraj Kumar, Counsel for the complainant
2. Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, on behalf of respondent.

ORDER

Date of Hearing: 02nd September, 2025

Date of Order: 03rd September, 2025

Order Pronounced By:- Mr. P.K. Singh, Chairman

1. The present complaint has been filed by Ms. Sanju Devi against BYPL-Patel Nagar.
2. The brief facts of the complaint are that the complainant applied for new electricity connection vide request no. 800735839 at premises no 302/1, ground floor, ward no. 17, gali no. 2, Than Singh Nagar, Anand Parbat, Delhi-11005.

Attested True Copy

Secretary
CGRF(BYPL)

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It is also her case that her application of new connection was rejected by OP on grounds of energy dues against CA no. 100645450, 105943 and 155601555. The complainant stated that the property bearing no. 302/1 and 2 is huge building and there are many connections released by OP on the subject premises. Therefore, she requested the Forum to direct respondent to release her electricity connection also.

3. The respondent in its reply submitted that the complainant is seeking new electricity connection at ground floor of premises no.302/1, ground floor, Ward no. 17, Gali no. 2, Than Singh Nagar, Anand Parbat, New Delhi-110005 vide application no. 8007350839 under domestic category. The application for the complainant was rejected by OP on following grounds:
 - a) Same site pending energy dues exist against CA no. 100645450, CA no. 100590043 and CA no. 100601555 which needs to be paid before any grant of new connection.
 - b) Mismatch between applied address and existing meter address.
4. The counsel for the complainant filed an application stating therein that his case should be put up for arguments.
5. During the course of arguments, OP was directed to conduct site visit to verify the number of properties having same address and the connections installed thereupon.
6. OP filed site visit report. The site visit report stated that there are total three buildings having same address 302/1 including complainant's premises. And all the three buildings already have electricity connections.

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CGRF (BYPL)

7. Arguments of both the parties were heard.
8. From the narration of facts and material placed before us we find that the application of the complainant for release of new electricity connection was rejected by OP raising two fold objections. Firstly, the applied address is different from the existing meters address and secondly, there are pending energy dues against C A no. 100645450, CA no. 10590043 and CA no. 100601555.
9. Regarding first objection of OP that applied address is different from existing meters address, the complainant has placed on record registered sale deed dated 31.07.2024 for property no. 302/1, ward no. 17, Than Singh Nagar, Anand Parbat, Village Sindhora Khurd, Delhi and the complainant applied for new electricity connection at premises no. 302/1, ground floor, ward no. 17, Gali No. 2, Than Singh Nagar, Anand Parbat, Delhi-110005. From perusal of the documents it is clear that the applied address is same as per the Sale deed filed by the complainant.
10. Regarding other objection of OP on pending dues, as per the site visit there are three properties of same number 302/1 and three number properties of same number 302/2. It is difficult to ascertain the dues pertains to which property or the portion. Therefore, this objection of OP does not sustain here.
11. Therefore, in view of above, OP is directed to release the new electricity connection to the complainant without asking for pending dues. Since Water and electricity are integral part of right to life. Hon'ble Supreme Court in the matter of Dilip (Dead) LR vs Satish, in case no. SCC online SC810 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.

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12. We are of the view that the respondent may be directed to provide the connection with the condition to the complainant.

ORDER

Complaint is allowed. Respondent is directed to release the connection applied by complainant vide application no. 8007350839 at premises no. 320/1, ground floor, ward no. 17, Gali no. 2, Than Singh Nagar, Anand Parbat, Delhi-110005 after completion of all the commercial formalities as per DERC Supply Code 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.

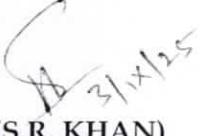
The parties are hereby informed that instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

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


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K.SINGH)
CHAIRMAN