

C G R F



B Y P L

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

C A No. Applied for
Complaint No. 208/2025

In the matter of:

Sarajuddin Ansari

.....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)

Appearance:

1. Mr. I U H Siddiqi, Counsel of the complainant
2. Mr. Rahul Saini, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, on behalf of respondent

ORDER

Date of Hearing: 12th August, 2025

Date of Order: 22nd August, 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 re-connection against C Ano. 154393243 installed at premises no. B-27 & B-21, new no. B-133, Kh. No. 848, B-block, First floor, Mandawali Fazalpur Extension, Delhi-110092. It is also his submission that the respondent had disconnected the electricity supply against the said CA no. on grounds of non-payment of dues. The complainant within six months has submitted the pending dues but OP has not taken any steps for re-connection of his electricity connection.

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2. The respondent in reply briefly stated that the present complaint has been filed by the complainant seeking reconnection of electricity connection bearing CA no. 154393243 registered in the name of Sarajuddin Ansari, installed at premises bearing no. B-27 & B-21, New mo. B-133, first floor, front side in Kh. No. 848, B-block, Mandawali Fazalpur Extension, Delhi-110092 vide application no. 806821075. Following are the reasons on the basis of which application of the complainant for re-connection:-


- a) The electricity connection bearing CA no. 154393243 was temporarily disconnected on 30.09.2024 due to non-payment of outstanding dues.
- b) The consumer paid the outstanding dues of Rs. 41,400/- on 08.03.2025.
- c) The final bill of CA no. 154393243 amounting to Rs. 575/- with due date 30.04.2025 has already raised.
- d) Consumer applied for restoration of electricity connection on 15.04.2025.

Since the electricity connection was disconnected on 30.09.2024 and consumer applied for reconnection on 15.04.2025 but the system did not allow reconnection due to connection found dormant as the same is lying disconnected for more than six months which already elapsed on 30.03.2025.

Hence, reconnection is not permissible in view of provisions of Regulation 19 of the Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations 2017.

3. Counsel for the complainant filed rejoinder refuting therein the contentions of the respondent as averred in their reply and submitted that the electricity connection having CA no. 154393243 was disconnected by OP on non-payment of dues on 30.09.2024 without issuing any disconnection notice.

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The complainant due to financial crisis could not immediately clear the pending dues required for restoration of electricity supply. The complainant on 08.03.2025 deposited Rs. 41400/- and official of OP assured reconnection within two days but when electricity supply was not restored by OP, the complainant again met the officials of OP to know the reason for non-restoration of his electricity connection. The OP informed him that his supply cannot be restored as the electricity connection has become dormant and system is not accepting restoration request.

4. Arguments of both the parties were heard.

1. The relevant Regulation applicable in the present case is as under:

54. Reconnection:-

(1) In cases of a temporary disconnection, the Licensee shall reconnect the supply of electricity to consumer's installation within 24 hours of payment of past dues and all applicable charges, if any and completion of requisite formalities: Provided that the Licensee shall intimate all applicable charges for reconnection to the consumer in the disconnection notice: Provided further that if a consumer has moved out of the country and provides the documentary evidence, the Licensee shall not levy the reconnection charges.

(2) In case of a permanent disconnection, reconnection shall be made on payment of past dues and all applicable charges, if any and completion of formalities as required for a new connection.

(3) In case of disconnection of supply by the Licensee either erroneously or without notice, the reconnection of supply shall be made within 24 hrs from the time of such disconnection, without levy of any charges, including reconnection charges.

2. As far as OP's submission that "before the expiry of six month as per Regulation 54 (1), the complainant should have given the application to restore the electricity supply, which the complainant failed to give thus the electricity connection of the complainant become dormant.

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From the perusal of file, we find that the complainant the supply of the complainant got disconnected on 30.09.2024 and the complainant made payment of the outstanding dues on 08.03.2024 i.e. within the six months period, the six months period exhaust on 30.03.2025 but OP raised final bill to the complainant after exhaustion of six months period despite the fact that the complainant made payment of pending dues on 08.03.2025.

3. In the case of complaint no. 38/07/2019, in the matter of Yamini Maheshwari Vs BSES YPL, on 13.08.2019, this Forum has already decided 'that the connection should have been restored by respondent on payment of dues, since there is no provision in the regulations for restoration request after payment of dues.'
4. The connection in question is CA no. 154393243 in the name of Sarajuddin Ansari. The connection should have been restored by the respondent on payment of dues as above. The complainant has not recovered any notice regarding permanent disconnection. In view of the above, we are of considered opinion that the consumer should not be denied the right to electricity. Thus the electricity connection should be restored on payment of electricity dues within the six months period, which OP failed to do so. We don't find any mistake on the part of the complainant.
5. Therefore, we are of the considered opinion that the electricity connection of the complainant should be restored immediately.

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ORDER

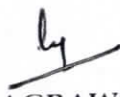
Complaint is allowed. Respondent is directed to restore the electricity connection of the complainant having CA no. 154393243.

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.


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN

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