

# 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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E-mail:cgrfbyp@hotmail.com  
SECY/CHN 015/08NKS

## C A No. Applied For Complaint No.442/2024

In the matter of:

Savitri 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 (Tech.)
4. Mr. H.S. Sohal, Member

### Appearance:

1. Mr. Vinod Kumar, Counsel of the complainant
2. Mr. R.S. Bisht, Mr. Lalit & Ms. Chhavi Rani, on behalf of respondent.

### ORDER

Date of Hearing: 05<sup>th</sup> December, 2024

Date of Order: 09<sup>th</sup> December, 2024

### Order Pronounced By:- Mr. P.K. Agrawal, Member (Legal)

1. The complaint has been filed by Ms. Savitri Devi against BYPL-Patel Nagar. The brief facts of the case giving rise to this grievance are that Ms. Savitri Devi applied for providing the copy of K. No. file along with property documents vide CA No. 152215604 at premises no. 428/6, Shop Ground Floor, Upper Anadn Parbat, Near Ramjas School No-2, Delhi-110005.

*[Signature]* *[Signature]* 1 of 4

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*[Signature]*  
Secretary  
CGRF (BYPL)

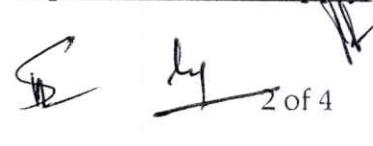
Complaint No.442/2024

Complainant further stated that the ownership documents of the property had been lost somewhere and to this effect, she registered the complaint through online and upon which a NCR bearing LR No- 50089/2020 made by the police department. Therefore she requested the Forum to direct the respondent to provide the copy of K. No. File along with property document for above mentioned C A no.

2. OP in its reply briefly stated that the complainant is seeking the relief by asking for the K. No. file along with property documents pertaining to CA no. 152215604 installed at premises bearing no. 428/6, Shop Ground Floor, Upper Anand Parbat, Near Ramjas School No-2, Delhi-110005. Reply further stated that the grievances raised by the complainant doesn't falls under the prescribed definition of Grievances as mentioned in Section 2 (i) of the DERC (Guidelines for establishment of the Forum and the Ombudsman for Redressal of grievances of Electricity Consumers) Regulations 2024.
3. Heard and perused the record.
4. From the perusal of the complaint filed by the complainant, we are of considered opinion that the complaint does not fulfill the definition of 'Grievance' as prescribed in Section 2 (i) of the DERC (Guidelines for establishment of the Forum and the Ombudsman for Redressal of grievances of Electricity Consumers) Regulations 2024, which is as follows:
  - i) "Grievance" includes but not limited to the following:
    - (i) Electricity services which are unsafe or hazardous to public safety,
    - (ii) New Connection, Non-Supply of or Interruption in Power supply;

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- (iii) Disconnection of Power supply
- (iv) Voltage and power quality related issues;
- (v) Load shedding/ unscheduled outage
- (vi) Meter or Billing related issues,
- (vii) Change in billing category, ownership changes;
- (viii) Reduction or increase of connected load/ contract demand
- (ix) Any other grievance under the Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017 or Delhi Electricity Regulatory Commission (Group Net Metering and Virtual Net Metering for Renewable Energy) Guidelines, 2019 or DER (Net Metering for Renewable Energy) Regulations, 2014 and DER (Peer to Peer Energy Transaction) Guidelines, 2024. But shall not include the following:
- (x) Unauthorized use of electricity as provided under Section 126 of the Act;
- (xi) Offences and penalties as provided under Sections 135 to 141 and 150 of the Act;

5. In view of the above, we are of the considered opinion that the complaint filed by the complainant does not cover under the above definition of the complaint and therefore, same is not maintainable in the Forum. The complainant should approach appropriate authority for Redressal of his grievance.

ORDER

Complaint is rejected. Respondent has rightly rejected the application of new connection of the complainant.

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

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If the Orders are not appealed against within the stipulated time or no interim stay thereon has been granted by the Ombudsman, the same shall be deemed to have attained finality.

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

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EDC (RMPD)