



# 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:cgrfbyp@hotmai.com

SECY/CHN 015/08NKS

**C A No. Applied For**  
**Complaint No. 219/2025**

**In the matter of:**

Seema .....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. Nikhil Singh, Counsel for the complainant along with complainant
2. Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

**ORDER**

Date of Hearing: 30<sup>th</sup> October, 2025

Date of Order: 31<sup>st</sup> October, 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. ONPNR0905257315 at premises no. H-16/839, street no. 7, Bapa Nagar, Karol Bagh, Delhi-110005 which was rejected by OP on grounds of complete ownership proof and back chain required.

Attested True Copy

Secretary  
CGRF (BYPL)

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2. The respondent in reply briefly stated that the complainant vide order no. ONPNR0905257315 applied for new electricity connection in her name. However, upon scrutiny, it was found that the application for new connection was accompanied by a Gift Deed whereas the document required for processing is a complete General Power of Attorney (GPA) with self-attestation. The GPA is dated 05.05.2025 however; only first page of the said agreement was submitted, which is incomplete, unauthenticated. Therefore, as per DERC Regulations the complainant has to furnish the complete and attested set of documents for release of new electricity connection.
3. The complainant in rejoinder refuted the contentions of the respondent as averred in their reply and submitted that there was a clerical/technical error in the e-stamp certificate of the GPA dated 6.05.2025 in the document description section. That due to clerical/technical error the description of e-stamp certificate for GPA dated 06.05.2025 reflected "General Agreement" instead of "Power of Attorney - GPA". In order to remove the ambiguity, the complainant executed a fresh GPA dated 25.08.205, a true self-attested complete copy of the said duly notarized GPA was annexed with rejoinder.  
Rejoinder further stated that the concerned property where the connection is required is one of the unauthorised/unplanned clones in Delhi, and properties in such areas do not have back chain of property documents because these are not planned areas and the government do not maintain proper registries in such area in their land record.  
The complainant has submitted supporting documents as ownership proof along with application for new connection such as GPA and will, gift deed, MCD Mutation Certificate, Old and Current Property tax receipts.

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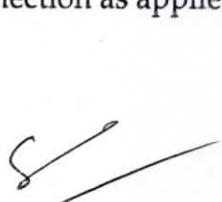


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4. Arguments of both the parties were heard.
5. From the narration of the facts and material placed before us we find that the complainant applied for new electricity connection at 4<sup>th</sup> floor of property bearing no. H-16/839, street no. 7, Bapa Nagar, Karol Bagh, Delhi-110005 and the application of the complainant for new electricity connection was rejected by OP on grounds of requirement of complete ownership proof and back chain required.  
During the course of hearing the complainant alongwith rejoinder submitted the GPA dated 05.5.2025 in favour of Seema from Rakesh kumar, Will in favour of Seema from Rakesh Kumar. Rakesh Kumar became owner of the property in the year 2015 by virtue of Gift deed in his favour by Shankar Lal. The complainant also placed on record copy of MCD Mutation certificate and MCD tax receipts.
6. In view of the above, we find that as per Regulation 10 (3) of the DERC Supply Code 217, which is regarding proof of ownership, the complainant has submitted sufficient documents in her favour to prove her ownership therefore, since the complainant has fulfilled the only objection of OP of providing complete GPA and ownership proof, we don't find any hurdle in releasing the new electricity connection to the complainant.
7. Therefore, we are of considered opinion that OP should release the new electricity connection as applied for by her.

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Secretary  
CGRF (BYPL)

ORDER

The complaint is allowed. Respondent is directed to release the electricity connection applied by complainant vide application no. ONPNR0905257315 at 4<sup>th</sup> floor of premises bearing no. H-16/839, street o. 7, Bapa Nagar, Karol Bagh, Delhi-110005 after completion of all the commercial formalities, 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

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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

  
(P.K. SINGH)  
CHAIRMAN