



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

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SECY/CHN 015/08NKS

C A No. Applied for
Complaint No. 82/2025

In the matter of:

ShahnazComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

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

Appearance:

1. Ms. Sakshi Sharma, Counsel for the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, on behalf of respondent

ORDER

Date of Hearing: 06th November, 2025

Date of Order: 10th November, 2025

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

1. The present complaint has been filed by Ms. Shahnaz against BYPL-Laxmi Nagar.
2. The brief facts of the complaint are that the complainant applied for new electricity connection vide request no. 8007424977 at premises no B-335, common stair, Subhash Gali, Mandawali Fazalpur, Delhi-110092.

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Secretary
CGRF (BYPL)



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It is also her case that her application for new connection was rejected by OP on the grounds of common connection not feasible.

3. The respondent in its reply submitted that the complainant is seeking new electricity connection under domestic at B-335, Kh. No. 907, common stairs, Subhash Gali, Mandawali Fazalpur, Delhi-110092 vide request no. 8007424977. Reply further stated that application of the complainant for new electricity connection was rejected on following grounds:

- a) Technical feasibility is not made out at the applied premises as there is no common load separately metered meaning thereby that all the wiring of common load should be separately metered in terms of DERC Regulations.
- b) NOC from all the owners/registered consumers of the existing connections residing in the applied premises.

Reply further submitted that the building structure is ground plus five floors over it making total six dwelling units and no stilt parking and five electricity connections exists at the applied premises.

4. The counsel for the complainant filed NOC from the other occupant of the building namely Mohd Farhan, stating that they have no objection for installation of meter use for common stairs in the name of Shahnaz.

5. On hearing dated 18.09.2025, both the parties were directed to conduct joint site visit. The site visit report submitted by OP states that separate wiring for common stairs was found.

6. Arguments of both the parties are heard.

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7. From the narration of facts and material placed before us we find that application of the complainant for new electricity connection at common stairs was rejected by OP on grounds of NOC from other occupants of the building and separate common stairs wiring. The site visit report of OP confirms that separate wiring is available. Also, the complainant submitted NOC from other occupant of the premises.
8. Since the complainant fulfills all the objections of the OP. Therefore, in view of above, OP is directed to release the new electricity connection to the complainant.
9. 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.
10. 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. 8007424977 at premises no. B-335, Kh. No. 907, common stairs, Subhash Gali, Mandawali Fazalpur, Delhi-110092 after completion of all the other commercial formalities as per DERC Supply Code 2017.

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CGRB BYPL

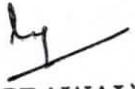
Complaint No. 82/2025

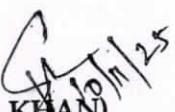
This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

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.)


10/11/25
(P.K. SINGH)
CHAIRMAN

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