



# 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

SECY/CHN 015/08NKS

C A No. Applied for  
Complaint No. 59/2023

In the matter of:

Shakib .....Complainant

VERSUS

BSES Yamuna Power Limited .....Respondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. Nishat A Alvi, Member (CRM)
3. Mr. P.K. Agrawal, Member (Legal)
4. Mr. S.R. Khan, Member (Technical)

Appearance:

1. Mr. Vinod Kumar, Counsel of the complainant
2. Ms. Ritu Gupta, Mr. Imran Siddiqui, Ms. Shweta Chaudhary, Mr. Shubham Singh & Ms. Divya Sharma, On behalf of BYPL

## ORDER

Date of Hearing: 25<sup>th</sup> April, 2023

Date of Order: 04<sup>th</sup> May, 2023

Order Pronounced By:- Mr. S.R. Khan, Member (Technical)

1. Present complaint has been filed by Mr. Shakib, against BYPL-GTR.
2. The brief facts of the case giving rise to this grievance are that complainant Mr. Shakib, applied for new electricity connection vide request no. 8006069348 at premises no. 196-B, GT Road, Shahdara, Delhi-110032 but respondent rejected his application for new connection due to requirement of long service line.

*for  
Shakib*

Attested True Copy

*Shakib*

*He*

*by*

*V*  
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3. The OP in their reply briefly stated that complainant is seeking fresh electricity connection for ground floor of property bearing No. 196-B, GT Road, Shahdara, Delhi-110032 vide request no. 8006069348, thereafter deficiency letter was issued to the complainant duly intimating that long service line and extension of network is required. OP further added that the subject premises are not in straight line to the nearest pole. Thus to carry the service cable two numbers of LT poles are required. The team of respondent even made an attempt to erect the poles but due to hindrance at site poles could not be erected. Thus complainant was issued letter on dated 28.12.2022 to provide peaceful atmosphere at site in order to enable respondent to erect poles.

4. The counsel of the complainant submitted site plan showing that both the premises on his left side and right side have electricity connections and only his property portion is without electricity.

5. LR of the OP submitted that new connection is feasible only after installation of two numbers additional poles and extension of LV network as consumer address is behind the petrol pump and crossing of cable in between petrol pump is not technically feasible.

6. Heard both the parties and perused the record. From the perusal of evidence placed on record pleadings and after hearing both the parties it is transpired that the details of the connections provided by the complainant which respondent has released in the neighboring buildings were released in the year 2008 i.e. almost 15 years ago. The complainant submitted GPA of the year 1981 by Sh. Prem Dass in favour of Smt. Laxmi Devi Mishra. The complainant nowhere submitted any document to proof his ownership or occupancy in the applied premises.

*Darshan*  
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It is also evident from the perusal of the correspondence placed on record between the respondent and the complainant that shows that earlier the complainant was ready to provide space for installation of pole.

7. Therefore, we are of considered opinion that new connection cannot be released to the complainant until the complainant provides space for installation of new electricity meter.

ORDER

Complaint is rejected. Respondent has rightly rejected the application of new connection of the complainant. Respondent is further directed to release the new connection to the complainant if the complainant provides space for installation of electric poles and after completion of all the commercial formalities within stipulated time frame as per DERC Regulations.

**The case is disposed off as above.**

No order as to the cost. Both the parties should be informed accordingly.

Proceedings closed.

*Deeb.*  
(NISHAT A. ALVI)  
MEMBER (CRM)

*ly*  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

*He 13/12/23*  
(S.R. KHAN)  
MEMBER (TECH.)

*V*  
(P.K. SINGH)  
CHAIRMAN  
3 of 3

*for Shahnaz*

Attested True Copy

Secretary  
CGRF (BYPL)