



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-110003
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SECY/CHN 015/08N

C A No. Applied for
Complaint No. 417/2025

In the matter of:

Shalini GargComplainant

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. Mr. Suraj Aggarwal, Counsel for the complainant
2. Mr. Sanjay Kumar, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 15th January, 2026

Date of Order: 22nd January, 2026

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

1. The present complaint is filed by Ms. Shalini Garg against BSES-YPL, Patel Nagar.
2. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007850703 at premises no. 22/55-56, Ground floor, shop bearing private no. 1, West Patel Nagar, Delhi-110008. It is also her case that OP rejected her application for new connection on the grounds of energy dues against CA/meter and fire safety clearance required.

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CGRF (BYPL)

Complaint No. 417/2025

3. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises no. 22/55-56, ground floor, shop bearing no. Pvt. 1, West Patel Nagar, Near Patel Park, Central Delhi-110008 vide request no. 8007850703.

Reply further submitted that the application of the complainant for new connection has been duly rejected on the grounds of energy dues against CA no. 100599279, 100645217, 150536004 and 100645205, and fire safety clearance required as building height is more than 9 meters or having ground plus two floors including mezzanine floor.

It is also submitted that the applied site is ground plus four floors and pota cabin. The height of the building is 14.9352 meters and mumty+lift room 3.10 meters which in total is 20.93 meters which is more than 15 meters which mandates requisite BCC from MCD and NOC from fire department. The mumty + lift room on the top is pota cabin (temporary structure).

4. The complainant in its rejoinder refuted all the objections raised by respondent in its reply. Rejoinder further submitted that already a connection was energised in the applied premises since 22.10.2005, which was disconnected on account of non-payment of dues. Thereafter, OP in the year 25.10.2022 and 29.11.2022 released two new connections without asking for fire NOC or MCD NOC. It is also submitted that the pota cabin on fourth floor is temporary structure and the complainant has no connection with those pota cabins and the owner of top floor is solely responsible for the construction of the pota cabin.

Rejoinder further emphasised on Rule 27 (7) of DFS Rules 2010 according to which, "business buildings having height more than 15 meters or having ground plus four upper stories including mezzanine floor". According to which the complainant's building height is less than 15 meters, therefore, the complainant is not liable to submit fire NOC or MCD NOC.

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2 of 4

Complaint No. 417/2025

5. Arguments of both the parties were heard.
6. From the narration of facts and material placed before us we find that the complainant applied for new electricity connection at ground floor shop which was rejected by OP on grounds of pending energy dues and building height more than prescribed limit. The OP in its reply has considered the building as mercantile building thus considering height of the building as 9 meters. Whereas from the submissions, we find that the building is mix use building, it has shops at ground floor and residential units at other floors, making height of the building 14.9352 meters. Since it is a mix use building thus the height of the building should be considered as 15 meters and the building height is well within the prescribed limit. The pota cabin on the top floor of the building is temporary structure, thus same should not be considered in building height.
7. In view of the above, we are of considered opinion that the height of the building is within prescribed limit, thus application of the complainant for new connection can be granted. Regarding other objection of OP, pending dues, the complainant has not mentioned any details regarding same in its rejoinder but has enclosed payment receipts/bills of four connections. Neither of the party confirmed clearance of the dues, thus if there are pending dues, the complainant should clear all the pending dues before release of the new connection.
8. Since the objection of OP for release of new electricity connection is not sustainable, therefore, we don't find any hurdle in releasing the new electricity connection as applied for by the complainant.

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3 of 4

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Complaint No. 417/2025

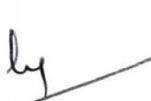
ORDER

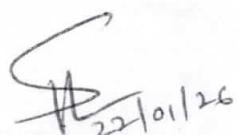
The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 807850703 at premises no. 22/55-6, GF, shop bearing pvt. No. 1, West Patel Nagar, Delhi-110008 after completion of other commercial formalities as per DERC Regulations 2017.

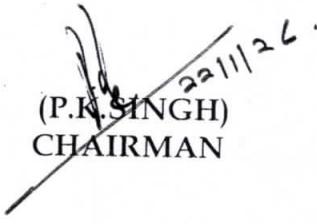
OP is further directed to file compliance report within 21 days of the action taken on this order.

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

4 of 4

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