

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. 506/2024

In the matter of:

Shamim

.....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)

Appearance:

1. Mr. Neeraj Kumar, Counsel for the complainant along with complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL
3. None present on behalf of the respondent no. 2

ORDER

Date of Hearing: 08th July, 2025

Date of Order: 11th July, 2025

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

1. The complainant's grievance is that he applied for new electricity connection vide request no. 8007147786 at premises no. 2616-2620 first floor, left side from stair, ward no. 7, Gali Ghafoor Baksh Mohalla Niyariyan behind GB Road, Delhi-110006, but respondent rejected the application of the complainant for new connection due to two units at first floor and 2 meters exist vide meter no. 1131870 and 35968224.

Attested True Copy
Secretary
CGRF (BYPL)

1 of 5

Complaint No. 506/2024

2. In response to complaint of the complainant, OP in its reply submitted that the complainant applied for new connection under domestic category vide application no. 8007147786 at premises no. 2616-2620, First Floor, left side from stair, ward no. 7, Gali Ghafoor Baksh Mohalla Niyariyan Behind GB Road, Delhi-110006. The said application of the complainant for new electricity connection was rejected on following grounds:

- a) Meter already exist at the applied premises vide meter no. 11341870 and 35968224.
- b) There does not exist any separate dwelling unit at the applied premises.
- c) Defective complaint as order was applied under the name of Mrs. Shamim but now the complaint has been filed in the name of Rasool Khan. Hence, complainant holds no locus and authority to file the present case.

Hence no technical feasibility is made out for grant of new electricity connection.

Respondent further submitted that at present there are ten (10) connections installed in the building. The details are as follows:

Meter no.	Category	Floor	Date of Installation
35961964	DX	3 rd floor	24.05.2024
35961838	DX	2 nd floor	22.05.2024
35968224	DX	1 st floor	28.05.2024
35898916	NX	GF	13.10.2005
70146387	NX	GF	15.03.1965
12864455	DX	2 nd floor	14.11.1996
11341870	DX	1 st floor	07.01.1994
35961508	DX	3 rd floor	17.05.2024
35976108	NX	Mezzanine	19.06.2024
35976717	DX	Mezzanine	24.06.2024

Attested True Copy

Secretary
CGRF (BYPL)

Complaint No. 506/2024

3. The complainant in its written arguments submitted that existing connection having CA no. 100290720 meter no. 11341870 in the name of Mohd Asif is presently in use at the ground floor and CA no. 154453574 meter no. 35968224 namely Samiya Samad used on the first floor right side. There is no meter catering electricity at the left side therefore he has applied for new electricity connection at first floor left side. He also requested for removal of meter installed in the name of Mohd Asif.
4. During the course of hearing OP was directed to provide the K.No. file of the connections installed at first floor of the premises and site visit report.
5. OP filed K.No. file of meter no. 35968224 at the right side first floor of the property in question in the name of Samiya Samad released in the year 2024. OP also stated that K.No. file against meter no. 11341870 is not traceable as the connection is an old connection of the year 1994. The said connection is in the name of Mohd Asif.
OP also filed site visit report dated 10.05.2025, stating therein that building structure is GF+MZ+5 floors over it. Two meters 11341870 and 35968224 found at first floor. Meter no. 11341870 supply use for GF mobile shop.
OP also stated that Mohd Asif be made necessary party to adjudicate the matter as the other connection on first floor in his name.
6. Mohd Asif was present before the Forum and admitted that the connection in his name is being used at ground floor. Mohd Asif has not submitted any written objection in his support.

Attested True Copy

Secretary
CGRF (BYPL)

Complaint No. 115/2025

7. Arguments of both the parties were heard at length.
8. From the narration of facts and material placed before us we find that the complainant applied for new electricity connection under domestic category at the first floor of premises bearing no. 2616-2620, left side from stairs, ward no. 7, Gali Ghafoor Baksh Mohalla Niyariyan behind GB Road, Delhi-110006 which was rejected by OP on grounds of connection already exists. From the perusal of record and site visit report it is clear that the connection having C A no. 100290720 in the name of Mohd Asif is being used at ground floor, which is also admitted by Mohd Asif when he was present before the Forum.
9. In view of the above, we are of considered opinion that the new connection application of the complainant cannot be denied. OP should take corrective action for the connection installed in the name of Mohd Asif which is being used at ground floor but released for first floor.

ORDER

Complaint is allowed. Respondent is directed to release the new electricity connection as applied for by the complainant vide order no. 8007147786 at premises no. 2616-2620 first floor, left side from stair, ward no. 7, Gali Ghafoor Baksh Mohalla Niyariyan behind GB Road, Delhi-110006. The OP should take necessary action as per prevailing law for the connection in the name of Mohd Asif which is being used at ground floor, which is also admitted by Mohd Asif when he was present before the Forum.

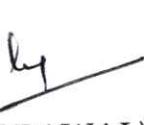
Complaint No. 115/2025

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)

 11/7/25
(S.R. KHAN)
MEMBER (TECH.)


(P.K. SINGH)
CHAIRMAN

5 of 5

Attested True Copy


Secretary
CGRH (BYPL)