

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 015/08NK

C A No. 151776516
Complaint No. 247/2025

In the matter of:

Suman RathiComplainant

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. Neeraj Sharma, A.R. for the complainant
2. Mr. R.S. Bisht, Mr. Akshat Aggarwal & Ms. Chhavi Rani, On behalf of BYPL

ORDER

Date of Hearing: 29th January, 2026
Date of Order: 30th January, 2026

Order Pronounced By:- Mr. P.K. Agrawal, Member (Legal)

1. The present complaint has been filed by Ms. Suman Rathi against BSES YPL-Yamuna Vihar.
2. The brief facts of the grievance are that the complainant applied for load enhancement against CA no. 151776516, vide request no. 8007503098 installed at premises no. A-31/6, GF, Kh. No. 166, Main Road, Maujpur, Near Chow, Delhi-110053.

[Handwritten signatures]
1 of 3

Attested True Copy

[Signature]
Secretary
CGRF (BYPL)

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It is also her submission that her application for load enhancement was rejected by OP on the grounds of MCD booking,

3. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking load enhancement of load from 2 KVA to 8 KVA vide request no. 807503098 for property bearing no. A-31/6, GF, Khasra No. 166, Main Road Maujpur, Near chowk, Delhi-110053. Reply further stated that the property of the complainant was inspection on 11.03.2025 and deficiency letter dated 26.03.2025 was issued to the complainant as the property is booked by MCD, therefore, MCD NOC or completion and occupancy certificate is required.
4. The counsel for the complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and stated that the building is very old constructed. The complainant further submitted that MCD vide order dated 28.07.2017 passed by Sh. S.R. Kataria, Dy. Commissioner for demolish the unauthorised construction of the said building. Thereafter the applicant/complainant filed appeal against the said order before DA & SJ Cum P.O. Appellant Tribunal MCD, Delhi vide appeal no. 302/2017 and the appellant court has set aside the above order dated 19.10.2017 in favour of the complainant and MCD did not file any appeal in any Court.
5. Arguments of both the parties were heard.
6. During the course of arguments, OP filed an email stating therein that the MCD booked site is not identified in multiple attempts. E-mail of the OP further stated that "in view of the current guidelines, since applied premise is not sealed by MCD, the sealing drive objection is not applicable if applicant applied again for load enhancement from single phase to three phase.

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7. In view of the above, we are of considered opinion that since OP failed to ascertain the site which is sealed by MCD, and they themselves are ready to enhance the load of the connection of the complainant and seek new application from the complainant. Therefore, the complainant should apply for fresh application for load enhancement and same would be processed by OP for load enhancement.

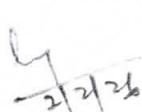
ORDER

The complaint is allowed. The complainant is directed to apply a fresh for the load enhancement and OP is directed to enhance the load of the connection having CA no. 151776516, after providing fresh application number by the complainant.

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