



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. 246/2025

In the matter of:

Sunita BansalComplainant

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)
4. Mr. H.S. Sohal, Member

Appearance:

1. Mr. Rakesh Kumar, A.R. of the complainant
2. Mr. Rahul Saini, Mr. R.S. Bisht & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 23rd September, 2025

Date of Order: 30th September, 2025

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

1. The brief facts of the case giving rise to this grievance are that complainant applied for new electricity connections vide request no. 8007562864 and 8007562861 at premises no. IX/5949, ground floor and first floor, Gali no. 12, Subash Mohalla, Ragharpura no. 2, Gandhi Nagar, Delhi-110031. It is also her submission that OP rejected her application for new electricity connection on the grounds of MCD NOC or completion and occupancy certificate required, building height exceeds 15 meters, vacant floor and de-seal letter from MCD required.

Attested True Copy

Secretary
CGRF (BYPL)

1 of 4

2. The respondent in reply briefly stated that the complainant is seeking installation of new commercial electricity connection at premises bearing address and application number 8007562861 dated 11.04.2025 in the name of Jitender at premises no. H.No. IX/5949, ground floor, Gali No. 12, Subhash Mohalla, Raghuparpura-02, Gandhi Nagar, Delhi and application no. 8007562864 dated 11.04.2025 in the name of Rakesh Kumar at premises no. H.No. IX/5949, first floor, Gali No. 12, Subhash Mohalla, Raghuparpura-02, Gandhi Nagar, Delhi.

Reply further submitted that the applications of the new connections were rejected on grounds of applied premises found in EDMC site objection list dated 09.02.2018 and 2.02.2018 in the name of Sh. Palak Jain, manufacturing of Hosiery Unit, building is comprising of ground plus four floor is a commercial building.

OP further submitted that since the applicants failed to submit the complete documents, even before the ICGRC proceedings dated 09.05.2025 not provided complete documents, so complaint was auto cancelled on 14.05.2025.

Thereafter, complainant vide request no. 8007682677 namely Jitender and 8007682682 namely Rakesh Kumar submitted fresh request on 11.06.2025. Since the complete documents were not uploaded, as such deficiency letters dated 13.06.2025 were issued. The applicants submitted documents in parts i.e. DPCC certificate on 01.05.2025, Architect Certificate dated 05.05.2025 regarding height of the building was submitted by applicant Rakesh Kumar. Trade License dated 13.06.2025 issued by MCD, licensing and enforcement cell in the name of Sunita Bansal.

It is also submitted that the applicants uploaded the documents on 19.06.2025; therefore connections were released on 20.06.2025 and electricity connection bearing CA no. 154804094 RC Jitender and CA no. 1544804075 RC Rakesh Kumar were installed on 23.06.2025.

Attested True Copy

Secretary
CGRF (BYPL)

2 of 4

Complaint No. 246/2025

3. A.R. of the complainant filed an application before the Forum asking for action against OP for harassing the complainant.
4. Arguments of both the parties were heard against the application of the complainant for harassment. The OP reiterated its original reply and stated that the documents asked by them were provided by the complainants on 19.06.2025 and the meters were installed at the premises of the complainant on 23.06.2025 i.e. within one week after the completion of the commercial formalities as per the Regulations and fulfilling the objections of OP.
OP also argued that the complainant has no locus to argue the present matter as the connections released are in the name of Rakesh Kumar and Jitender, whereas the complainant before the Forum is Sunita Bansal and the complainant.
5. From the narration of the facts and material placed before us we find that applications of the complainants for new connections were rejected by OP on grounds of MCD NOC or Completion and occupancy certificate required, building height exceeds 15 meters; de-seal letter required and vacant floor, address mismatch. The requirements of OP were fulfilled by the complainants on 19.06.2025 and OP released the new electricity connections on 23.09.2025, therefore we do not find any ground which tunes to harassment to the complainant by OP.
6. In view of the above, we are of considered opinion that the objections raised by OP for not releasing the new connections to the complainants are fulfilled by the complainants and the connections were released by OP after that only.

Attested True Copy


Secretary
CGRI (BYPL)



3 of 4

Complaint No. 246/2025

Therefore, we don't find any grounds for delay in release of new electricity connection by OP. Thus, the application of the A.R. of the complainant for harassment is not maintainable.

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.

m/leave
(H.S.SOHAL)
MEMBER

4
(P.K. AGRAWAL)
MEMBER (LEGAL)

28/9/25
(S.R. KHAN)
MEMBER (TECH.)

4
(P.K.SINGH)
CHAIRMAN

4 of 4

Attested True Copy

Secretary
CGRF (BYPL)