

# 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

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SECY/CHN 015/08NKS

## C A No. Applied for Complaint No. 224/2022

### In the matter of:

Suraiya Begum .....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. Mohd. Iqbal Qureshi, A.R. of the complainant
2. Ms. Ritu Gupta, Mr. Imran Siddiqi, Ms. Shweta Bist & Ms. Divya Sharma, On behalf of BYPL

### ORDER

Date of Hearing: 21<sup>st</sup> February, 2023

Date of Order: 27<sup>th</sup> February, 2023

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

1. This complaint has been filed by Ms. Suraiya Begum, against BYPL-PHG.
2. The brief facts of the case giving rise to this grievance are that complainant Ms. Suraiya Begum lives at premises no. 7189, FF, Gali Garhia, Quresh Nagar, Sadar Bazar, Delhi-110006 and applied for new electricity connection vide order no. 8005046518 but respondent rejected her application for new connection on pretext of same site energy dues.

**Complaint No. 224/2022**

It is also her submission that she had made payment of all the dues but respondent every time raise a new bill for payment. She further added that she is ready to pay the dues provided respondent raise the dues on floor basis.

3. The respondent in reply briefly stated that the complainant is seeking new electricity meter at first floor of property bearing no. 7189, Gali Ghariyya, Quresh Nagar, Sadar Bazar, Delhi-110006. The said building is domestic consisting of ground plus four floors. On account of outstanding dues fresh electricity connection cannot be granted. OP further added that on site verification it was found that energy dues are outstanding against the premises sought to be electrified against CA No. 100483172 and 100526812. Enforcement dues are also outstanding at the applied premises. In terms of Regulation 10 and 11 of DERC (Supply Code and Performance Standards) Regulations 2017, for grant of new electricity connection, it is mandatory for the applicant to first clear the outstanding electricity dues.
  
4. Heard both the parties and perused the record. Heard the arguments of Authorized Representative of the complainant and OP-BYPL.
  
5. The issue in the present case is whether the new connection can be released to the complainant when regular energy and enforcement dues are pending at the applied premises.
  
6. Representative of the complainant submitted that they are willing to pay the outstanding dues at the premises for installation of the meter.

*S. D.*

Complaint No. 224/2022

7. LR of the OP submitted that for release of new connection the complainant has to clear all the pending enforcement as well as energy dues.
8. During the course of arguments and upon directions of the forum, representative of the OP was directed to produce the pending energy bills. Respondent submitted two pending bills of the applied building one in name of Qyamuddin amounting to Rs. 121350/- (Rs. 98690.94 + Rs. 23659.88) and other in the name of Mohd Iqbal amounting to Rs. 720/-.
9. Therefore, we are of considered opinion that the complainant should clear the pending dues for release of new electricity connection and also complete all the other commercial formalities.

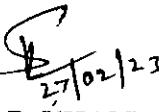
ORDER

The complaint is allowed. OP is directed to release the new connection to the complainant after completion of all the necessary commercial formalities. OP is further directed to raise pro-rata share of bill of Qyamuddin excluding LPSC amount of Rs. 23659.88. The bill in the name of Mohd Iqbal to be fully paid by the complainant since it pertains to the second floor where the complainant has applied for new electricity connection.

**Accordingly, the case is disposed off.**

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

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

  
(S.R. KHAN)  
MEMBER (TECH.)

  
(P.K. SINGH)  
CHAIRMAN