



## 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

SECRETARY'S OFFICE

### C A No. Applied For Complaint No. 124/2024

In the matter of:

Surjeet Singh & Others .....Complainant

**VERSUS**

BSES Yamuna Power Limited .....Respondent

### Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. Nishat A Alvi, Member (CRM)
3. Mr. P.K. Agrawal, Member (Legal)
4. Mr. S.R. Khan, Member (Technical)

### Appearance:

1. Ms. Kanak Chaudhary, Counsel of the complainant alongwith complainant
2. Ms. Ritu Gupta, Mr. R.S. Bisht, & Mr. Akshat Aggarwal, On behalf of BYPL

### ORDER

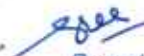
Date of Hearing: 16<sup>th</sup> May, 2024

Date of Order: 17<sup>th</sup> May, 2024

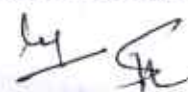
### Order Pronounced By:- Mr. P.K. Agrawal, Member (Legal)

1. The brief facts of the case giving rise to this grievance are that complainant Surjeet Singh & Others applied for new electricity connections at premises no. 110-B, GF, Vijay Saroda, Main Bazar, Chilla Road, Village Patarganj, Mayur Vihar Phase-I, Delhi-110091, vide application no. 8006686555, 8006693048 and 8006688592. The applications of consumer was rejected by Opposite Party (OP) BYPL on the pretext that premises where new connections are applied

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is in MCD objection and NOC or completion cum occupancy certificate required and also removal of existing meter is required. Complainant states that he has already cleared all the objections of OP but installation of connections are still pending.

2. The respondent in reply briefly stated that new electricity connections has been applied by the complainant vide request no. 8006686555, 800669304 and 800688592 at GF, FF and SF of H.No. 110-B, Vijay Saroda Main Bazar, Chilla road, Village Patparganj, Mayur Vihar Phase-I, Delhi-110091.

OP further added that the electricity connections against the above mentioned applications already stands approved from the side of OP and DIO is also generated for the above mentioned applications of the complainant.

Reply further added that when the officials of OP reached the site for installation of meters, the applicant did not allow the officials to install the meters outside the premises and rather insisted installation of meters on the staircase.

It was also submitted that Delhi Fire Services has issued directions in respect of shifting and relocation and shifting of the electricity meters away from the means of escape from the building. On 14.07.2023, the Director DFS issued a communication to BSES inter alia stating that the issues sought to be raised by the DISCOMs (with respect to the siting and also shifting and relocation of electricity meters) have been examined and it has been observed that the matter of shifting of electricity meters away from the means of escape have already been decided and have become a part of Unified Building Bye-laws (UBBL-2016) dated 24.02.2021.

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OP further added that they are duty bound to abide by the directions of the concerned authority and in view of the safety concerns no installation of meter can take place against CA No. 154369020, 154365082 and 154365083 unless the same is allowed to be installed outside the subject premises.

3. In rejoinder the complainant refuted the contentions of respondent as averred in their reply. Complainant further stated that beside the location where OP is insisting to install the meters is waste water pipe and in near future drinking water supply and IGL pipe line will also be laid. Therefore, there is no other space for installation of meters. Thus OP may be directed to install the meters near the staircase. Complainant also alleged that OP has installed meters near staircase of the other electricity users also in his neighbor, therefore, he should also be granted installation of meters near the stair case.
4. Heard arguments of both the parties were heard at length.
5. The issue is whether the meters can be installed near the stair case or not?
6. Before disposing off the application of the complainant, it is relevant to discuss the rules and regulations applicable to this issue.

Gazette notification of India, Delhi Development Authority, Notification dated 24.02.2021, regarding "Modifications in the Unified Building Bye-laws (UBBL) for Delhi 2016.

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8.5.2 Electrical Services

(d)

All types of electrical installations such as meter box, circuit breaker, Main switch, Switchgear, Electric Vehicle Charging Port, associated equipments, which acts as energy supply points and can trigger fire hazard are not allowed under or near the staircase. If installed in Stilt area, these should be encased with fire retardant material.

Provision for electrical safety and installation has been provided in Chapter 2, Regulation 5 of DERC (Supply code and performance standards) Regulations 2017, which is as under:-

5. Safety of electrical installations:-

(1) The Licensee and the consumer shall, in every respect, comply with the provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time.

Letter dated 13.10.2021 from Directorate of Delhi Fire Service, New Delhi, Govt. Of NCT of Delhi, addressed to Chief Executive Officer, BSES Yamuna Power Limited, Shakti Kiran Building, Karkardooma, Delhi-110031, regarding shifting of electric meter boards/panels and energy supply points/associated equipment away from the means of escapes. Where it was emphasized that the loss of lives are significantly high if the fire incidents occurred in residential buildings having height below than 15 meters, having single staircase and not covered under clause 9.3 of UBBL 2016.

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7. Taking cognizance of the above stated rules, letter and Gazette Notification; and keeping the safety of the electricity consumers we are of the opinion that the installation of meters as applied by the complainant should not be installed near the staircase. Regarding the complainant's contention that OP has installed meters of his neighbors near the stair case, is a matter of inquiry, CEO-BYPL should initiate inquiry to know the real facts and also to ascertain whether these connections as alleged by the complainant are installed after release of the Gazette Notification on 24.02.2021 or prior to that.

8. Therefore, this Forum is unable to give any relief to the complainant.

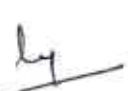
ORDER


The complaint is rejected. OP is directed to install the meters at an appropriate place keeping in view of all the safety measures as discussed above.

The case is disposed off as above.

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

  
(NISHAT A ALVI)  
MEMBER (CRM)

  
(P.K. AGRAWAL)  
MEMBER (LEGAL)

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

  
(P.K. SINGH)  
CHAIRMAN  
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