



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-11003

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SECY/CHN 015/08Nk

C A No. Applied for
Complaint No. 491/2024

In the matter of:

Sushma GuptaComplainant

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. Vinod Kumar, Counsel of the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 28th August, 2025

Date of Order: 02nd September, 2025

Order Pronounced By:- Mr. H.S. Sohal, Member

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 800708502 at premises no. US-261, Uttari School Block, Mandawali Fazalpur, Delhi-110092. It is also her case that OP rejected her application for new connection on the grounds of building height more than 15 meters and dues at site.

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Secretary
CGRF (BYPL)

Complaint No. 491/2024

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises no. US-261, Uttari School Block, Mandawali Fazalpur, Delhi-110092 vide request no. 8007085102. The application of the complainant for new connection was rejected on grounds of pending energy dues in the name of Vijay Pal Gupta against CA no. 10014354 and 101019281. Also applied floor have height more than 15 meter which mandates submission of a valid and legal Architect Certificate.

Reply further submitted that upon inspection of the said premises, it was discovered that there are several deficiencies which are in direct violation of the DERC Supply Code and Performance Standards) Regulations 2017.

3. The counsel for the complainant in its rejoinder refuted the contentions of respondent as averred in their reply and submitted that the complainant is ready to pay the alleged dues if pending upon the applied floor in question and on the other hand, the complainant is also ready to submit Architect Certificate with respect to height of the building.

4. The complainant filed the Architect Certificate which shows that the building structure is ground floor, first floor, second floor, third floor and fourth floor and the height of the building till fifth floor is less than 15 meters (or 49'2"). The said Architect Certificate has been verified by OP vide their mail dated 10.02.2025.

5. Both the parties took ample time to settle the pending dues issue.

6. On final date of hearing OP submitted that they have revised the bill of the complainant and the final bill comes to the tune of Rs. 21933/- Which the complainant agreed to pay in four equal monthly instalments.

7. The grievance of the complainant was release of the new electricity connection, which was rejected by OP on grounds of building height more than 15 meters and pending energy dues.

Regarding building height the complainant has filed Architect Certificate which has been duly verified by the OP and the pending dues has been revised by the OP and the revised amount comes to the tune of Rs. 21933/-, which the complainant also agrees to pay in four equal monthly instalments.

8. Since the objection of OP for release of new electricity connection has been duly redressed by the complainant. Therefore, we don't find any hurdle in releasing the new electricity connection as applied for by the complainant.

ORDER

The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007085102 at premises no. US-261, Uttari School Block, Mandawali Fazalpur, Delhi-110092 after completion of other commercial formalities as per DERC Regulations 2017.

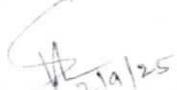
The revised bill should be provided to the complainant within 21 days. OP is further directed to file compliance report within 21 days of the action taken on this order.

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.


(H.S. SOHAL)
MEMBER


(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN

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