

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 015/0BNKS

C A No. Applied for Complaint No. 352/2025

In the matter of:

Tabassum FarahComplainant

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 Kumar, Counsel for The complainant
2. Mr. Harshit Bhasin, Mr. R.S. Bisht, Mr. Akshat Aggarwal & Ms. Chhavi Rani On behalf of BYPL

ORDER

Date of Hearing: 06th January, 2026

Date of Order: 09th January, 2026

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

1. The brief facts of the case are that the complainant applied for new electricity connection vide request no. 80077811724 at premises no. F-97, UGF, Jawahar Park, near J-extension, Laxmi Nagar, Delhi-11092. It is also his case that OP rejected his application for new connection on the grounds of upper ground floor does not exist.

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CGRF (BYPL)

Complaint No. 352/2025

2. The respondent in its reply against the complaint of the complainant submitted that the complainant applied for new domestic electricity connection at premises no. F-97, F-block, Upper Ground Floor, Delhi-92 vide Order no. 80077781172. It is also submitted that application of the complainant was rejected for the reason that there is a mismatch of address applied and the existing meter also.

Reply further submitted that at the ground floor there is one shop and only one small passage to stair case called as parking; however there is no reference to any parking even in the sale deed filed by the complainant. Already there are four meters existing at the applied building on second, third and fourth floors.

3. The complainant in its rejoinder stated that already a connection vide CA no. 152020317 was installed at the applied address which was disconnected in the year 2023 on account of non-payment of dues. Also the complainant has applied for new electricity connection under domestic category at the UGF, therefore height of the building in the case of complainant does not matters as the applied floor is upper ground floor. OP replied that they had already released connections on the second, third and fourth floor of the applied building shows that there is no electricity on the portion of the complainant.

4. During the hearing, both the parties were directed to conduct joint site visit. The site visit report submitted by the OP stated that applied building is ground plus five floors, domestic building. Ground floor having one shop and parking. Applied floor no supply at the time of visit.

5. Arguments of both the parties were heard.

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6. From the narration of facts and material placed before us we find that already a connection was energized in the subject premises, which was disconnected in the year 2023 on account of non-payment of dues. The site visit report also stated that there is no electric supply in the applied portion. Thus, we don't find any hurdle in releasing the new electricity connection at the premise of the complainant. Also, the complainant has applied for new connection on 1st floor; therefore the issue of height is also not applicable on the complainant.

7. Since the objections of OP for release of new electricity connection is not sustainable, therefore, we don't find any hurdle in releasing the new electricity connection as applied for by the complainant.

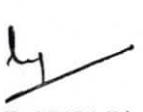
ORDER

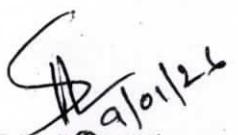
The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. 8007781172 at premises no. H.No. F-97, upper ground floor, F-block, Jawhar Park, Laxmi Nagar, Delhi after completion of other commercial formalities as per DERC Regulations 2017.

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

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