



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. 489/2024

In the matter of:

Usha RaniComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Agrawal, Member (Legal)
2. Mr. S.R. Khan, Member (Technical)

Appearance:

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

ORDER

Date of Hearing: 23rd January, 2025

Date of Order: 24th January, 2025

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

1. The brief fact of the case giving rise to this grievance is that the complainant applied for new electricity connection at premises no. 11/388, third floor, Right, Teliwara, Shahdara, Delhi-110032, vide requests no. 8006976522. The application of complainant was rejected by Opposite Party on the pretext of Address in MCD objection list.

[Handwritten signatures]
1 of 3

Attested True Copy

[Handwritten signature]
Secretary
CGRF (BYPL)

Complaint No. 489/2024

2. The respondent in reply briefly stated that the present complaint has been filed by the complainant seeking new electricity DX connection vide request no. 8006976522 for premises bearing no. 11/388, third floor, right, Teliwara, Shahdara, Delhi. The application of the new connection was rejected on pretext of following grounds:
Firstly; applied premise is appearing in MCD objection list for unauthorized construction vide MCD letter no. EE(B)-I/SH(S)/2021/D-705 vide its letter dated 08.03.2021 at serial no. 25.
Secondly; building height is more than 15 meters thus Architect Certificate is required as the connection is sought for effective 4th floor.
3. Counsel for the complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that the complainant has purchased the property in question through bank auction on dated 06.02.2024 by virtue of sale deed executed by Tata Capital Limited. The complainant further stated that the property is old constructed and already three electricity connections exists in the applied building.
4. Heard arguments of both the parties heard at length.
5. Both the parties were directed to conduct joint site visit. The joint site visit report stated that there are six properties having address II/388. All the six properties have electricity connections. The complainant's building is constructed since 2011 and the MCD booking pertains to the year 2021. Therefore, it is difficult to ascertain which property is booked by MCD.
6. From the perusal of the site visit report filed by OP, it is clear that the building of the complainant is constructed since 2011 and MCD booking is of the year 2021.

Attested True Copy


Secretary
DCCP (Delhi)



2 of 3

Complaint No. 489/2024

OP is unable to ascertain which premises are booked by MCD. OP has raised two objections while rejected the application of the new connection of the complainant. Firstly, the premises is booked by MCD, in this regard, the site visit report of OP is self explanatory. There are six buildings of same address and it is difficult to ascertain which premises is booked, therefore this objection of OP does not substantiate here. Secondly, the complainant has applied for new electricity connection on the third floor of the building which is effectively fourth floor, therefore Architect Certificate is required. In this regard, the complainant is directed to file the same for release of new electricity connection.

ORDER

The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide order no. 8006976522 at premises no. II/388, third floor, right, Teliwara, Shahdara, Delhi-110032 after submission of Architect Certificate regarding height of the building and completion of other commercial formalities as per DERC Regulations 2017.

This Order shall be complied within 21 days of the receipt of the certified copy or from the date it is uploaded on the Website of the Forum; whichever is earlier.

The parties are hereby informed that instant order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the 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.

Attested True Copy

Secretary
CGRF (BYPL)

(P.K. AGRAWAL)
MEMBER (LEGAL)


(S.R. KHAN)
MEMBER (TECHNICAL)