



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 ORNKS

C A No. Applied For
Complaint No. 114/2026

In the matter of:

Vandana

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

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

Appearance:

1. Mr. Jagdish Shikarwar, A.R for the complainant
2. Mr. R.S. Bisht, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 03rd September, 2026
Date of Order: 21st September, 2026

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

1. The brief facts of the grievance are that the complainant applied for new electricity connection via request no. 8008284193 at premises bearing no. B-2/462, 3rd floor, Nand Nagri, Delhi. The application of the complainant for new electricity connection was rejected by OP on the grounds of "Pole encroachment." The complainant further submitted that already three meters are installed on the first, second and fourth floors of the subject building, only her portion is without electricity.

Attested True Copy

Secretary
CGRF (BYPL)

1 of 4

Complaint No. 114/2026

2. The respondent in its reply against the complaint of the complainant submitted that the complainant applied for new electricity connection under domestic category for a load of 1 KW vide request no. 8008284193 at premises bearing no. B-2/462, third floor, Nand Nagri, Delhi-110093 but the complainant has concealed the fact that the electricity distribution infrastructure of the respondent, including the electricity pole installed adjacent to the subject premises, stands completely encroached upon due to unauthorised construction activities undertaken at the site.

The unauthorised construction, including projections, balconies, chajjas and other structural extensions, has resulted in gross violation of the mandatory safety clearance prescribed under the applicable statutory framework.

Reply of the OP further submitted that already three electricity connections exists and operational in the same building and already Accessibility notices dated 16.06.2026 were issued by the respondent to the existing consumers occupying the subject premises.

Therefore, connection to the complainant cannot be granted in terms of Regulation 60 & 61 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2010, read with Sections 53, 68(5) and 161 of the Electricity Act 2003.

3. The complainant in its rejoinder against the reply of the OP submitted that the respondent's defence regarding pole encroachment is fabricated. Three active connections operate smoothly in the same premises, the details are as follows:

- a) Ground floor, CA no. 154888108, Ms. Sangeeta, energized on 27.02.2026.
- b) First floor, CA no. 151863259, Mr. Amar Nath, energized on 14.06.2026.
- c) Second floor, CA no. 152405577, Mr. Narender Kumar, energized on 11.01.2018.

Denying supply specifically to the complainant on third floor while supplying electricity to the lower floors from the same building violates Article 14 of the Constitution.

Attested True Copy

Secretary
CGRP (BYPL)

2 of 4

Complaint No. 114/2026

4. During the course of arguments, OP submitted copy of the Accessibility notices issued to the other occupants of the subject premises.
5. Arguments of both the parties were heard at length.
6. We have considered the complaint, the reply filed by the respondent, the rejoinder submitted by the complainant and the submissions made during the course of arguments. The principal issue requiring determination is whether the respondent was justified in declining the complainant's application for a new electricity connection on the ground of encroachment of its electricity distribution infrastructure and non-compliance with the prescribed electrical safety clearances.

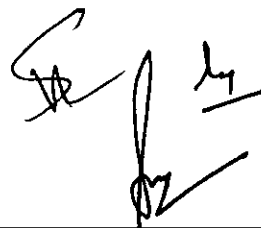
The complainant applied for a new domestic electricity connection of 1 KW vide request No. 8008284193 for the third floor of premises bearing No. B-2/462, Nand Nagri, Delhi-110093. The application was rejected by the respondent on the ground of encroachment of its electricity pole and distribution infrastructure.

The respondent has submitted that unauthorised projections, balconies, chajjas and other structural extensions at the premises have obstructed its electrical infrastructure and compromised the prescribed safety clearances. The respondent has also placed on record accessibility notices issued to the existing occupants.

7. The fact that electricity connections are operational in other portions of the building does not, by itself, establish that the proposed connection can be released in disregard of an identified safety impediment. Electrical safety requirements must be complied with before a connection is energised. The applicable CEA safety regulations provide the relevant framework for such compliance.

Attested True Copy

Secretary
CGRF (BYPL)



Complaint No. 114/2026

8. In view of the pole encroachment and the safety concerns raised by the respondent, the complainant's request for release of a new electricity connection cannot be allowed in the existing site conditions.

Accordingly, the complaint is dismissed, and the respondent's rejection of the complainant's application vide request No. 8008284193 is upheld on the ground of pole encroachment and the resulting safety impediment.

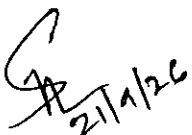
The respondent is, however, directed to take appropriate action in respect of the encroachment and obstruction to its electrical infrastructure, in accordance with the applicable law and regulations.

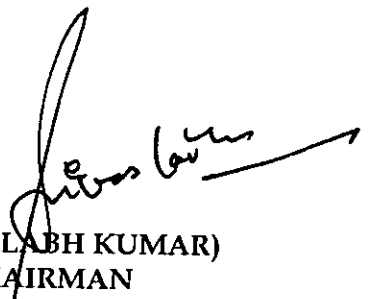
The parties are hereby informed that the instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

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.

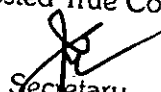

(P.K. AGRAWAL)
MEMBER (LEGAL)


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


(SHALABH KUMAR)
CHAIRMAN

4 of 4

Attested True Copy


Secretary
CGRF BYPL