



# 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 013/08NKS

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C A No. Applied for  
Complaint No. 559/2024

**In the matter of:**

Vikas Kumar Srivastav .....Complainant

**VERSUS**

BSES Yamuna Power Limited .....Respondent

**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 for the complainant
2. Mr. Akash Swami, Mr. R.S. Bisht & Mr. Akshat Aggarwal, on behalf of respondent

**ORDER**

Date of Hearing: 07<sup>th</sup> January, 2025

Date of Order: 15<sup>th</sup> January, 2025

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

1. The brief facts of the case giving rise to this grievance are that the complainant applied for new electricity connection at premises no. J-88-A, J-88-B, J-Block, Laxmi Nagar, Delhi-110092, vide request no. 8007170335. The application of complainant was rejected by Opposite Party (OP) BYPL on the pretext of Connection already exists- 11992928, 117119777, 35063792 & 11654385 (18 DX meters and 1 NX meter already exists) and used on the same portion-35185556,

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Secretary  
CGRF (BYPL)

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but complainant stated that his application has been declined on false ground as the NX meter which is used on same portion BSES can remove same day at the time of installation.

2. The respondent in reply briefly stated that the present complaint has been filed by complainant seeking for new connection at the premises no. J-88-A, J-88-B, J-Block, Laxmi Nagar, Delhi-110092, vide request no. 8007170335. The application of the new connection was rejected on account of Firstly; applied address already has an existing connection vide meter no. 35185556 supply being used on the applied floor. Second: Applied UGF has total 4 DX units and already 4 DX connections have been already issued. Total 16 DX units present and 18 DX meters already exist at site.  
Hence, no separate dwelling unit exists at the applied site for grant of any new connection as mandated under the DERC Supply Code.
3. Counsel for the complainant in its rejoinder refuted the contentions of the respondent as averred in their reply and submitted that the complainant is the owner of the applied upper ground floor and one electricity connection vide meter no. 35185556 already installed in the name of the complainant but the address on this connection as per billing having second floor instead of upper ground floor. Complainant stated that respondent either correct the billing address or release the new electricity connection in the name of the complainant by removing the old with new one.
4. Heard arguments of both the parties at length.

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5. From the perusal of record placed before us we find that the only grievance for which the complainant approached this Forum is for release of new electricity connection. The complainant's complaint also clearly states that OP can remove the meter installed at his premise on the same day while installing new meter. Later during the course of arguments, the complainant stated that he wants either address correction in the existing meter installed at his premises or PO grant him a new connection.

Since the complainant approach this Forum for grant of new electricity connection and OP has only rejected the same on the grounds of meter already exists which the complainant is ready to surrender at the time of installation of new meter. Therefore, we don't find any hindrance in granting new electricity connection to 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. 8007170335 at premises no. J-88A, J-88-B, J-block, Laxmi Nagar, Delhi-110032 after 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.

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Secretary  
(BYPL)  
(H.S.SOHAL)  
MEMBER

(P.K. AGRAWAL)  
MEMBER (LEGAL)

15/01/25  
(S.R. KHAN)  
MEMBER (TECH.)

(P.K. SINGH)  
CHAIRMAN  
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