



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  
Phone: 32978140 Fax: 22384888  
E-mail:cgrfbyp@hotmai.co  
SECY/CHN 015/08N

C A No. Applied for  
Complaint No. 252/2025

**In the matter of:**

Vivek Shukla .....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)

**Appearance:**

1. Mr. Daya Shankar Shukla, Representative for the complainant.
2. Mr. R.S. Bisht, Mr. Akshat Aggarwal & Mr. Shiven Mishra, On behalf of BYPL

**ORDER**

Date of Hearing: 18th December, 2025

Date of Order: 30th December, 2025

**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 vide request no. ANKWR0406251704 at premises no. A-1/5, Gali No. 14, Shahid Bhagat Singh Colony, Karawal Nagar, Delhi-110094. It is also his case that OP rejected his application for new connection on the grounds of "Application/ Document incomplete/ Not Ok".

1 of 4

Attested True Copy  
Attested True Copy  
Attested True Copy  
Secretary  
CGRF (BYPL)

Complaint No. 252/2025

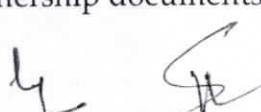
The complainant also stated that existing meter at the same address issued in the owner's name and several other meters installed by OP on the basis of similar GPA that do not mention specific house or street numbers.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection vide request no. ANKWR0406251704.

Reply further submitted that during the inspection that the property papers (GPA) submitted by the applicant does not contain the address of the applicant on which the electricity connection has been sought by the applicant. It is also submitted that the application has not followed the provisions as per DERC Supply Code 2017 by not supplying documents in complete sense.

Reply further stated that regarding already existing connection in the same property that the existing electricity connection whose meter no. is 35140169 is an old connection and only name was changed in the year 2018.

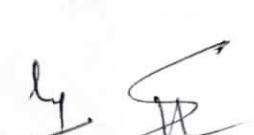
3. The complainant in its rejoinder refuted the allegations made by the respondent in its reply. Rejoinder further stated that the Respondent's reply fails to provide specific denials or evidence to counter the Complainant's claims. It is further stated that no inspection was conducted by the Respondent at the Complainant's premises. It is further stated that an existing electricity connection (Meter No. 35140169) in the name of Gangotri Prasad Shukla was granted at the same premises based on the same GPA, with the name changed in 2018.
4. During the hearing, OP was directed to conduct joint site visit. The complainant also filed ownership documents.



2 of 4  
Attested True Copy  
  
Secretary  
CGRF (BYPL)

Complaint No. 252/2025

5. Respondent filed CF and TF report. As per the said report, the complainant stated that building structure is GF+2, old building all floors have domestic units and one domestic meter are installed vide meter no. 35140169. The complainant has applied for second floor and TF is found OK.
6. The property documents filed by the complainant consist of copy of NOC of lawful owner, affidavit of self declaration by the owner and General Power of Attorney.
7. Arguments of both the parties were heard.
8. From the perusal of the documents placed on record, we find that GPA of the subject property is in favour of Sh. Gangotri Prasad Shukla, who by way of GPA dated February 1994 became owner of the property in question. One connection in the name of Sh. Gangotri Prasad Shukla is installed in the subject premises vide meter no. 35140169. The complainant has applied for new electricity connection on the second floor of same property, which was rejected by OP on grounds of address not mentioned in GPA. It's an old GPA of the year 1994 and the GPA holder himself has given NOC for installation of new electricity meter in the name of the complainant. The complainant is in blood relation with the GPA holder (complainant is grand-son of GPA holder). The OP has already installed a connection in the same property, thus we do not find any hurdle in releasing the new electricity connection in the name of the complainant at the subject premises.



3 of 4

Attested True Copy



Secretary  
CGRF (BYPL)

Complaint No. 252/2025

9. Therefore, we are of considered opinion that the complainant has filed complete property chain, NOC from Sh. Gangotri Prasad and affidavit regarding old and new khasra no., therefore, we don't find any hurdle in releasing the new electricity connection as applied for by the complainant.

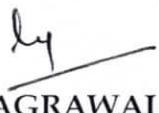
ORDER

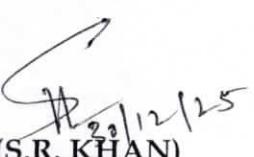
The complaint is allowed. OP is directed to release the new electricity connection as applied for by the complainant vide request no. ANKWR0406251704 at premises no. A-1/5, Gali No. 14, Shahid Bhagat Singh Colony, Karawal Nagar, Delhi-110094 after completion of other commercial formalities as per DERC 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

4 of 4

Attested True Copy

  
Secretary  
CGRF(BYPL)