



CA No. Applied for
Complaint No. 11/2026

In the matter of:

Anita DeviComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. S.R. Khan, Member (Technical)

Appearance:

1. Ms. Anita Devi, Complainant present in person.
2. Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 26th February, 2026

Date of Order: 03rd March, 2026

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

1. The brief facts of the case are that the Complainant applied for a new electricity connection vide request No. ANMVR291120069 (8008076117) for premises bearing No. E-260, 3rd Floor, Gali No. 08, East Vinod Nagar, Delhi-110091. The said request was rejected by the Opposite Party (hereinafter referred to as "OP") on the ground that a connection already exists vide Meter No. 11565242.

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CGRF (BYPL)

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The case of the Complainant is that although a meter bearing No. 11565242 is shown in the record as installed on the Third Floor, the same is in fact physically installed on the Fourth Floor and is being used by the occupant of the Fourth Floor.

It is further contended that no independent electricity connection exists on the Third Floor, and that the supply which the Complainant was earlier using was disconnected by the officials of the OP on 30.10.2025.

2. The OP, in its written statement, submitted that the complainant applied for a domestic electricity connection of 3 KW vide order no. 8008076117 for the premises bearing H.No. E-260, Khasra No. 64/2, E-block, 3rd floor, East Vinod Nagar, Near Super Shine Chowk, Delhi-110091.

OP further submitted that upon scrutiny of records and site verification, it was found that Meter No. 11565242 is installed and energized on the Third Floor, and therefore the request for a new connection could not be processed as per rules, since a connection already exists for the said premises.

3. In the rejoinder, the Complainant refuted the stand of the OP and stated that the building comprises Ground Floor, First Floor, Second Floor, Third Floor and Fourth Floor, and that the electricity meters have not been installed floor-wise as per norms. It was specifically contended that Meter No. 11565242, though shown against the Third Floor in the records, is physically installed on the Fourth Floor and is being used by the Fourth Floor occupant.

The complainant also submitted that complainant is lawful owner and occupant of third floor having purchased the same vide registered sale deed and no independent electricity connection exists on the third floor.

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4. During the proceedings, the Forum directed the OP to conduct a joint site visit. The site visit report submitted by the OP records that the building consists of Ground plus Four Floors and that one meter bearing No. 11565242 is installed and is being used on the Fourth Floor. It is further recorded that no electricity supply was found at the applied Third Floor premises.

The site visit report also shows three NX connections on the ground floor and one connection at first floor, second floor and third floor. The connection sanctioned for third floor is being used at fourth floor hence there is no electricity supply at the applied third floor.

5. Arguments of both parties and perused the material placed on record, including the Joint Site Visit Report.
6. From the perusal of the Joint Site Visit Report, it is evident that although Meter No. 11565242 exists and is reflected against the Third Floor in the records, the electricity from the said meter is being used on the Fourth Floor. It is further clear that there is no electricity supply at the Third Floor premises for which the Complainant has applied for a new connection.
7. In view of the above findings, the ground taken by the OP for rejection of the application, namely "Connection Already Exists", is not sustainable in the facts of the present case. The existence of a meter in the records, which is neither supplying electricity to the applied premises nor installed at the said premises, cannot be a valid ground to deny a lawful applicant an independent electricity connection.

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The action of the OP in rejecting the application of the Complainant without properly verifying the factual position on site amounts to deficiency in service.

ORDER


The complaint is allowed. The OP is directed to process the application of the Complainant for a new electricity connection for premises bearing No. E-260, 3rd Floor, Gali No. 08, East Vinod Nagar, Delhi-110091, in accordance with law and applicable regulations, without insisting upon the existence of Meter No. 11565242 as a ground for rejection.

The OP is further directed to rectify its records, if required, to correctly reflect the location and usage of Meter No. 11565242 so as to avoid similar disputes in future.

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.


03-3-2026
(S.R. KHAN)
MEMBER (TECH.)


(P.K. SINGH)
CHAIRMAN

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