

C A No. Applied For
Complaint No. 139/2026

In the matter of:

Jagan Nath Tyagi

.....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. Sudhir Tyagi, A.R for the complainant
2. Mr. R.S. Bisht, Ms. Monika Sharma & Ms. Chhavi Rani, On behalf of BYPL

ORDER

Date of Hearing: 18th August, 2026
Date of Order: 03rd September, 2026

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

1. The complainant has filed the present grievance alleging that the respondent wrongfully changed name of electricity connection having CA no. 153461728. The said connection was earlier sanctioned in the name of Jagan Nath Tyagi having CA no. 153461728. OP has affected the name change on the basis of registered sale deed filed by Sh. Lalit Tyagi and the said documents are under dispute before the Court of the

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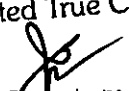
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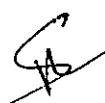
Learned Senior Civil Judge-cum-Rent Controller, Karkardooma Courts, Delhi vide Civil Suit no. 868/2025 tilted "Jagan Nath Tyagi Vs. Ram Kishore Tyagi & ors. Therefore, the complainant requested the Forum to direct the respondent company to revert the name change done by them.

2. The respondent, in its reply, has submitted that the complainant is seeking reversal of the name change carried out in respect of the electricity connection originally bearing CA no. 15346728 which was earlier recorded in the name of Sh. Jagan Nath Tyagi s/o Sh. Kundan Singh Tyagi which presently stands in the name of Sh. Lalit Tyagi under C A no. 155116526 for premises bearing no. B-156, Second Floor, Vivek Vihar Phase-I, Near B-block Market, Delhi-110095. The complainant has alleged that the name change was illegal and has sought restoration of the electricity connection. In his own name.

Reply of OP further stated that an application bearing no. 8008288013 was submitted seeking name change of the aforesaid electricity connection from Sh. Jagan Nath Tyagi to Sh. Lalit Tyagi. The application specifically disclosed that the request was being made on the ground of Purchase of Property and was accompanied by prescribed application form, identity documents and ownership documents including a registered Sale Deed dated 29.03.2022. The registered Sale Deed dated 29.03.2022 submitted by the applicant along with the application for name change, records that Sh. Ram Kishore Tyagi acting as the General Power of Attorney holder of Sh. Jagan Nath Tyagi, executed the sale deed in favour of Sh. Lalit Tyagi and Sh. Sandeep tyagi in respect of the Second floor (without roof rights) of property bearing B-156, Vivek Vihar, Phase-I, Delhi. The sale Deed further records that the authority of Sh. Ram Kishore Tyagi was claimed under a General Power of Attorney dated 25.02.2000 duly attested by the Notary Public, Delhi.

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Accordingly upon scrutiny of the documents submitted with request no. 8008288013 and after completion of the prescribed procedural formalities, the respondent process the request for name change in accordance with the applicable DERC Regulations and the internal procedure governing such requests. Consequent thereto, the earlier consumer account bearing CA no. 153461728 stood replaced by CA no. 155116526 which presently continues in the name of Sh. Lalit Tyagi.

It is further added by the OP, that the complainant himself has instituted Civil suit no. 868/2025 titled "Jagan Nath Tyagi Vs. Ram Kishore Tyagi & Ors." Before the Court of Learned Senior civil Judge-cum-Rent Controller (Shahdara) Karkardooma Courts, Delhi. The aforesaid Civil Suit directly concerns the same property, the same sale deed and substantially the same issues which form the foundation of the present complaint.

3. The complainant in rejoinder has disputed the respondent's stand and asserted that respondent failed to explain how name of the registered consumer was changed without any OTP authentication or confirmation being received on the registered mobile number of the complainant. Respondent's own online procedure requires verification through OTP or consent of the registered consumer. However the same was never obtained from the complainant. Furthermore, the respondent has failed to disclose the complete electronic record showing the generation, delivery and verification of such OTP.
4. The complainant further submitted that the respondent was under a statutory as well as contractual obligation to exercise due diligence before effecting change of name. However, the respondent acted mechanically without examining the pending litigation disputed title, chain of ownership documents, validity of the supporting documents or consent of the registered consumer.

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5. The OP submitted its written arguments clearly stating therein the step wise procedure followed by the respondent for processing an application for change of name.

OP also submitted that there are two scenarios for change of the mobile number registered against an electricity connection.

Scenario No. 1

Where the registered consumer himself seeks change of the registered mobile number, he is required to produce a valid identity document containing the address of the premises where the electricity connection exists. Upon scrutiny and verification of the said document, the mobile number can be changed in the system.

Scenario No. 2

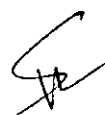
Where the request for change of the registered mobile number is made by a person other than the registered consumer, such person is required to furnish the relevant ownership documents, in respect of the premises where the electricity connection exists, along with his/her valid identity proof. Upon scrutiny and verification of the documents submitted, the request for change of mobile number can be processed.

That, at the time of processing a request for change of registered mobile number, no OTP (one time password) is sent to either the previously registered mobile number or the newly registered mobile number.

6. The Forum has considered the pleadings of the parties, the documents placed on record and the submissions advanced. The grievance essentially raises two questions: first, whether the Respondent was

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justified in effecting the change of name on the basis of the documents submitted by Sh. Lalit Tyagi; and second, whether the Respondent could have processed such change without obtaining OTP/consent from the erstwhile registered consumer.

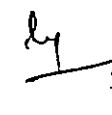
As regards the first issue, it is an admitted position that the request for change of name was made vide application No. 8008288013 on the ground of purchase of property and was accompanied by a registered Sale Deed dated 29.03.2022. The said Sale Deed records the execution of the transaction by Sh. Ram Kishore Tyagi, stated to be acting as General Power of Attorney holder of Sh. Jagan Nath Tyagi, in favour of Sh. Lalit Tyagi and Sh. Sandeep Tyagi.

At the same time, the complainant has specifically disputed the validity and legal effect of the aforesaid transaction and has placed on record that Civil Suit No. 868/2025, titled "*Jagan Nath Tyagi Vs. Ram Kishore Tyagi & Ors.*" is pending before the Court of Learned Senior Civil Judge-cum-Rent Controller, Karkardooma Courts, Delhi. The said proceedings concern, inter alia, the same property, the authority of the executants and the transaction which constitutes the basis of the impugned change of name.

7. The Forum is conscious that an electricity connection does not, by itself, confèr or determine title to immovable property. Equally, while processing a request for change of name, the Distribution Licensee may examine the documents produced before it for the limited purpose of determining eligibility for electricity-related services. Such administrative processing cannot, however, amount to an adjudication upon disputed title, validity of a registered conveyance, authority of a power-of-attorney holder, or competing rights of parties in respect of immovable property.

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8. The second issue relates to the complainant's contention that no OTP authentication or consent was obtained from him before effecting the change of name. The Forum finds that the requirement of authentication, verification or consent, if applicable to the particular mode of application and prevailing procedure, is a matter concerning the Respondent's processing of the service request and can be examined to the extent necessary for determining whether the Respondent followed its prescribed procedure.

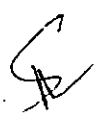
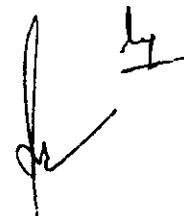
The Respondent has stated that the name change application was supported by a registered Sale Deed and other prescribed documents and that the request was processed after scrutiny and completion of the applicable formalities. No material has been placed before this Forum, on the basis of which it can conclusively be held that the Respondent deliberately fabricated an OTP, obtained a false consent, or otherwise committed a procedural fraud while processing the request.

The Forum therefore finds that the complainant has not established a case warranting a direction to the Respondent to reverse the name change at this stage. The issue of title and validity of the underlying documents is sub-judice, and any direction requiring the Respondent to restore the earlier name on the basis of a finding regarding those documents would effectively amount to adjudication of the civil dispute.

9. In view of the foregoing discussion, the Forum holds that the grievance, insofar as it seeks determination of the validity of the registered Sale Deed/GPA and reversal of the consequential change of name on that basis, cannot be adjudicated by this Forum in view of the pendency of Civil Suit No. 868/2025 concerning the same underlying transaction and property.

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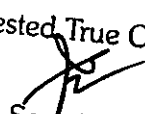
The contention regarding OTP/consent has been considered. However, in the facts of the present case, even assuming that the complainant's consent was not separately obtained, the said issue does not enable the Forum to adjudicate the disputed title or declare the Sale Deed ineffective. The Respondent's processing of the name-change request was based upon the documents submitted by the applicant, including a registered Sale Deed. The legality and binding effect of those documents are matters for determination by the competent Civil Court.

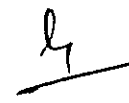
It is clarified that the change of name in the electricity records is only for the purpose of regulating supply and maintaining the consumer account and shall not be construed as recognition, declaration or adjudication of ownership or title in favour of Sh. Lalit Tyagi or against Sh. Jagan Nath Tyagi. The rights and contentions of all parties in the pending civil proceedings are left open.

ORDER

The present grievance is disposed of/dismissed as not maintainable before the Forum to the extent it seeks adjudication of the disputed title, validity of the Sale Deed/GPA, or reversal of the name change on the basis of such adjudication.

The Respondent is directed to preserve the complete record relating to name-change application No. 8008288013, including the application form, documents submitted by the applicant, verification records, processing notes and the electronic/audit trail relating to authentication/OTP, if generated or maintained in its system, and to produce the same before the competent authority/Court if so required in accordance with law.

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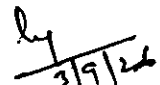

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It is further directed that, if the competent Civil Court passes any order or decree affecting the rights of the parties or the validity/effect of the documents forming the basis of the present name change, the Respondent shall take consequential action in the electricity records in accordance with such binding orders and the applicable DERC Regulations.

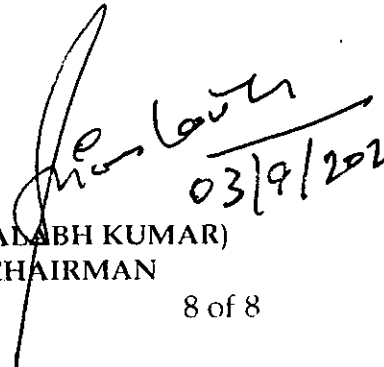
The parties are hereby informed that the instant Order is appealable by the Consumer before the Ombudsman within 30 days of the receipt of the Order.

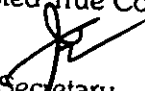
If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

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
03/9/2026
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