

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 015/08NKS

C A No. Applied for
Complaint No. 228/2025

In the matter of:

Leela Rani Garg

.....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. Vinod Kumar, Counsel for the complainant
2. Mr. Rahul Saini, Mr. R.S. Bisht, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 12th May, 2026

Date of Order: 26th May, 2026

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

1. The complainant's grievance is that she applied for new electricity connection vide request no. 8007495835 at premises no. H.No. D-1/576-C, plot no. 1, Gali no. 1, Harsh Vihar, Shahdara, Delhi-110093 The complainant further submitted that her application for new connection was rejected by OP on grounds of ESS Space required, total plot area 1700 sq. Yards (approx.) and applied area is 168 sq. Yards out of total plot area.

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Secretary
CGRF (BYPL)

*Per
Shalabh Kumar*

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It is also her case that the objection raised by OP for non release of the new electricity connection in her favour is unjustified as one temporary connection is installed in the subject property vide CA no. 351415344 that too on the orders of the Forum in C.G No. 131/2024 dated 02.07.2024.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at H.No. D-1/576C, GF, plot no. 1, Gali no. 1, Harsh Vihar, Shahdara, Delhi vide request no. 8007495835. The site of the complainant was visited on 05.03.2025 and following deficiencies were noted by the OP on the basis of which application of the new connection was rejected.

- As per site visit report total area of plot is 1700 sq yards approx.
- Applied plot is 168 sq. yards.
- One temporary meter exists at site which is as per CGRF orders.
- Since total area of the plot is 1700 sq. yards as such ESS space is required.

Therefore, the complainant is required to provide ESS space for release of new electricity connection.

3. The counsel for the complainant in its written submission submitted that one temporary meter is installed in the subject premises vide CA no. 351415344 in compliance to order of the Hon'ble Forum in C.G. No. 131/2024. At the time of said order of the Forum, the OP has taken objection of requirement of ESS space, which was ruled out by this Forum and noting that the complainant is owner of only 168 sq yards of the property therefore she is entitled for the new electricity connection. Therefore, the complainant requested the Forum that the temporary electricity connection is already installed at her premises and OP should convert the temporary connection to permanent connection.

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for
Sharma

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4. OP in its technical feasibility report submitted that during site inspection and network assessment, it has been observed that the total area of the plot is approximately 170 sq yards, which indicates that the property is part of a large plotted development. The attachment placed on record shows the plotting area along with the adjoining sub-station near Jail Road and also depicts one vacant plot behind the said premises. The existing electricity network in the area is being fed through:

- A singly phase pole-mounted Distribution Transformer (DT),
- The feeder is already carrying nearly 220 Amps load on 11 KV,
- There is no switching station or back-feeding source available in the area at present.

The complainant also submitted that the area is already having more than 20 electricity connections. As per site conditions and development pattern, all plots are likely to be constructed as double-storey building, with a minimum connected load of approximately 4 to 5 KW per plot.

OP further submitted that considering the existing load and anticipated future load growth, the present distribution infrastructure is already operating near permissible technical limits. The existing single phase DT does not have sufficient spare capacity to cater additional load arising from new NX connections.

Therefore, release of new NX connection from the existing network is not feasible without substantial system augmentation, including installation of additional transformer capacity and allied infrastructure.

Therefore, from a purely technical and operational point of view, the O&M team is of the considered opinion that existing infrastructure cannot support any additional NX connection, system augmentation is mandatory prior to release of any new connection and such augmentation can only be undertaken after provision of requisite ESS space by the applicant/developer in terms of DERC Regulations.

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5. Arguments of both the parties were heard at length.
6. From the narration of facts and material placed before us we find Based on the pleadings and technical feasibility report, the core issue before the Forum is whether the respondent can deny a permanent electricity connection to the complainant on the ground of non-availability of ESS space and alleged insufficiency of existing infrastructure.

The complainant's case is that she is owner/occupier of only 168 sq. yards out of the larger plotted area and that a temporary electricity connection bearing CA No. 351415344 has already been granted pursuant to earlier orders of the Forum in C.G. No. 131/2024. It is contended that once electricity supply has already been released at the premises and the Forum had previously rejected the objection regarding ESS space, denial of permanent connection on the same ground is arbitrary and unjustified.

On the other hand, the respondent has argued that the total plotted area is approximately 1700 sq. yards and therefore ESS space is mandatory under applicable DERC Regulations. The respondent has further relied upon the technical feasibility report stating that the existing distribution infrastructure is already operating near permissible limits, the feeder is heavily loaded, and no additional NX connection can be released without augmentation of the system through installation of additional transformer capacity and allied infrastructure.

The Forum has carefully considered the submissions of both parties. It is an admitted position that a temporary electricity connection already exists at the premises pursuant to earlier directions of this Forum. It is also evident from the previous proceedings that the complainant's entitlement was examined in the context of her individual portion measuring 168 sq. yards.

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D Sharma

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7. In view of the technical feasibility report and submissions made by the respondent, the complaint deserves to be dismissed.

The respondent has specifically established through its inspection and network assessment that the subject property forms part of a larger plotted development having total area of approximately 1700 sq. yards. It has further been brought on record that the existing electricity infrastructure in the area is already operating near permissible technical limits. The feeder is carrying nearly 220 Amps load on 11 KV and the existing single phase pole-mounted Distribution Transformer does not have sufficient spare capacity to cater additional load arising from new connections.

The respondent has also categorically submitted that there is no switching station or back-feeding source available in the area and that release of any additional connection would require substantial system augmentation including installation of additional transformer capacity and allied infrastructure. As per the respondent, such augmentation cannot be undertaken unless requisite ESS space is provided in accordance with DERC Regulations.

The Forum finds merit in the submissions of the respondent. Electricity supply cannot be directed in violation of technical safety norms and statutory regulations. The requirement of ESS space and system augmentation is not a mere procedural objection but is directly connected with safe and reliable distribution of electricity in the area. The Forum cannot compel the respondent to release a permanent connection where the existing infrastructure has been found technically inadequate.

The temporary connection earlier granted to the complainant pursuant to interim directions of the Forum cannot create an indefeasible right in favour of the complainant for grant of permanent connection contrary to technical feasibility requirements and DERC Regulations.

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Accordingly, in absence of availability of requisite ESS space and considering the present inadequacy of the distribution infrastructure, the respondent is justified in declining release of permanent electricity connection to the complainant at this stage.

ORDER

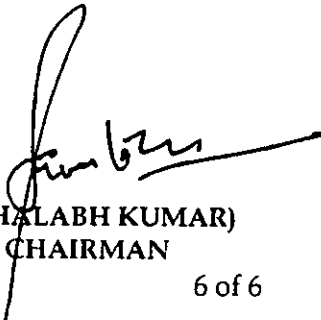
The complaint is dismissed being devoid of merit.

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
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