C G R F
B Y P L

Consumer Grievance Redressal Forum
FOR BSES YAMUNA POWER LIMITED
(Constituted under section 42 (5) of Indian Electricity Act. 2003)
Sub-StationBuilding 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. 164/2026

In the matter of:

Mohd Suhail .....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. Mohd Suhail, Complainant is present in person.
2. Mr. R.S. Bisht, Mr. Nishant Nain, Mr. Amit Sharma, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER
Date of Hearing:15th October, 2026
Date of Order:16th October, 2026

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

1. The brief facts of the grievance are that the complainant has applied for new electricity connection vide request no. ONCCK1706263031 at premises no. 2555-2559, Bara Chaman Wara, Tilak Bazar, Delhi-110006, but application of the complainant for new electricity connection was rejected by OP on grounds of "A meter already exists at the applied floor, No separate dwelling unit is available at the applied floor".

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection in respect of ground floor at premises bearing no. 2555-2559, Bara ChamanWara, Tilak Bazar, Delhi-110006 vide application no. ONCCK1706263031.

That the said application was initially rejected due to **final punching**. Thereafter, upon completion of the requisite formalities, the application was duly processed by the respondent, pursuant to which a fresh Order No. 8008429485 was generated for a sanctioned load of 1 KW for domestic use.

It is further submitted that during the site inspection, it was observed that the subject premises comprises a Ground Floor plus Five Floors structure and three electricity connections already existing at the Ground Floor of the subject premises, bearing Meter Nos. 36038740, 36038741 and 36057386.

It is further observed that a total of 11 electricity connections are existing in the subject building against 10 dwelling units, thereby indicating that the number of existing connections exceeds the number of dwelling units. Consequently, a Deficiency Letter issued to the complainant on dated 01.07.2026. It is submitted that the electricity is already being utilized at the applied premises, and no requirement for an additional electricity connection exists.

3. The complainant in its rejoinder denied the allegations stated by the respondent in its reply. It is stated that one old electricity connection has already been removed from the premises; therefore, the present number and status of connections cannot be determined merely on the basis of an old record, without consideration the removal of the said meter.

It is further stated that if BSES considers the number of connections exceeding the number of dwelling units to be the reason for rejecting his application, then who were the additional connections approved in the first place?

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Further the building already contained two old connections as reflected in BSES's own records. If BSES considers the number of connections to be an objection, then BSES must explain why it continued to approve further connections. It is submitted that the complainant is the legal and registered owner of the right-side of Ground Floor residential flat. That he paid and cleared all the dues demanded from him, even though he was not legally liable to pay those dues and even after paying the dues, the application was rejected without any justification. It is also stated that a fresh inspection should be conducted to determine the present number of dwelling units, present number of active connections, the exact premises served by each meter, the circumstances in which Connection/Meter No. 9 was approved and installed in the premises, whether the Complainant's right side Ground Floor flat is independently identifiable etc.

4. During the course of the arguments, both the parties were directed to conduct joint site visit to ascertain the number of electricity connections in the building and whether there is electricity at the premise of the complainant where new electricity connection is applied for.

5. O.P filed site visit report. The site visit report submitted by the OP stated that "at the time of joint visit, building structure is GF to 5th floor, 2 units on each floor. Supply from Meter no. 36038740 which was installed in the year 1996 having no floor mentioned in the billing address, is being used at 5th floor. Applied portion no meter at site."

OP also submitted old site visit report dated 27.08.2026, which states that there are two units at ground floor, but it's been partitioned by the complainant with a temporary ply. Therefore it should be considered as single unit as no permanent partition is available.

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6. Arguments of both the parties are heard.

7. From the perusal of the facts and materials placed before us we find that the complainant has applied for new electricity connection at premises no. 2555-2559, Bara Chaman Wara, Tilak Bazar, Delhi-110006 which was rejected by O.P on the grounds of that meter already exist at the applied premises and no separate dwelling unit exist.

During the final hearing, OP submitted site visit report and stated earlier there was temporary partition done by the complainant by a wooden ply and eleven meters were existing in the subject premises, therefore, they were unable to release the new electricity connection to the complainant. OP further added that during the recent site visit the partition has been constructed permanent, therefore now they are in position to release the new electricity connection to the complainant. OP further added that one no floor connection which was assumed to be energized at the ground floor has been detected to be used at fifth floor of the subject premises. Therefore, their objections are now been fulfilled and they are in position of releasing new electricity connection to the complainant, provided that the complainant should provide new request number.

The complainant agreed to the same and provided new request no to the OP vide no. ONCCK1510268427, OP stated that they would release the new electricity connection to the complainant within seven (7) working days.

The complainant also requested for compensation for the undue delay and harassment to him for non-release of the new electricity connection to him by OP.

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8. In view of the above, we are of considered opinion that the main grievance of the complainant was for release of new electricity connection, which OP stated would release in seven (7) working days. Therefore, OP is directed to release the 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. ONCCK1510268427 at premises no. 2555-2559, Ground Floor, Bara Chaman Wara, Tilak Bazar, Delhi-110006 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)	(S.R. KHAN)	(SHALABH KUMAR)
MEMBER (LEGAL)	MEMBER (TECH.)	CHAIRMAN

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