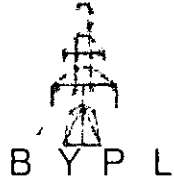


C G R F



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

SECRETARY

C A No. Applied For
Complaint No. 121/2026

In the matter of:

Pooja Rawat

.....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. Nishikant Ray, Counsel for the complainant
2. Mr. R.S. Bisht, Ms. Monika Sharma, Ms. Chhavi Rani & Mr. Akshat Aggarwal On behalf of BYPL

ORDER

Date of Hearing: 20th August, 2026

Date of Order: 24th August, 2026

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

1. The complainant has filed the present grievance alleging that the respondent wrongfully rejected his application for a new electricity connection bearing Request No. 8008306375 for the premises situated at H.No. 193-A, KH. No. 256, 4th floor, Gali no. 11, Chander Vihar, Village Mandawali Fazalpur, Dlehi-110092 on the ground of "requirement of B.C / fire clearance and safety certificate, building height more than 15 meters."

Attested True Copy

Secretary
CGRF (BYPL)

1 of 5

Complaint No. 121/2026

2. The respondent, in its reply has submitted that the complainant applied for new domestic electricity connection vide order no. 8008306375 for a load of 1 KW for fourth floor (effectively fifth floor) at property bearing no. H. No. 193-A, Kh. No. 256, Chander Vihar, Gali no. 11, Village Mandawali Fazalpur, Delhi-110092 which is a ground plus upper ground plus four floors building (G+UGF+4 floors).

OP in its reply further submitted that upon scrutiny of the application and site inspection conducted on 20.2026, it was observed that the building comprises ground plus upper ground plus four floors building, accordingly, the height of the building is exceeding 15 meters, therefore, as per applicable regulations, Fire Safety Clearance/NOC from the competent authority is mandatory.

Also, complainant has failed to provide complete chain of title (back chain) and original ownership documents for proper verification.

Complainant is also required to apply a fresh as application is auto cancelled.

3. The complainant in rejoinder has disputed the respondent's stand and asserted that there is no commercial activity in the applicant's building. There is no mezzanine floor and building height is according to DERC Guidelines. The complainant also submitted that the building is old constructed and all the flats in the building have electricity connections, only complainant's floor is without electricity.
4. The Forum has carefully considered the pleadings, documents placed on record, and the submissions advanced by both parties.

Attested True Copy

Secretary
CGRF (BYPL)

2 of 5

Complaint No. 121/2026

5. The respondent has submitted that, pursuant to the application bearing Request No. 8008306375, a site inspection was conducted and it was found that the subject premises comprise a Ground + Upper Ground Floor + four floors building (G+UGF+4 floors). The complainant has sought a new domestic electricity connection for the fourth floor, which, as per the respondent, is effectively the fifth floor of the building. The respondent has accordingly taken the stand that the height of the building exceeds the prescribed limit and, therefore, Fire Safety Clearance/NOC from the competent authority is mandatory.
6. The Forum finds that the requirement of Fire Safety Clearance is a matter concerning public safety and cannot be dispensed with merely because electricity connections may have been sanctioned to other portions of the building. The release of electricity connection to other occupants, if any, does not confer upon the complainant an independent or vested right to obtain a connection in violation of the applicable safety requirements.
7. The complainant has disputed the existence of a mezzanine floor and has stated that the building is old and that other flats are already having electricity connections. However, the complainant has not placed on record any authoritative document from the competent authority establishing that the subject building is within the permissible height limit or that the complainant's particular floor is exempt from the requirement of Fire Safety Clearance.
8. The respondent has further stated that the complainant failed to furnish the complete chain of title/back-chain and original ownership documents required for proper verification. The complainant has not satisfactorily rebutted this specific objection or demonstrated that all requisite documents were duly submitted to the respondent.

Attested True Copy


Secretary
CGRF (BYPL)

  3 of 5

Complaint No. 121/2026

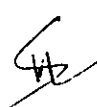
9. The Forum therefore finds that the rejection of the application cannot be said to be arbitrary or without basis. The complainant has failed to establish that the respondent's insistence upon Fire Safety Clearance/NOC and requisite ownership documents is contrary to the applicable regulations.
10. The contention of the complainant that there is no commercial activity in the building does not, by itself, dispense with the requirement of compliance with fire and building safety norms applicable to the premises. Similarly, the age of the building or the existence of electricity connections in other portions cannot override a mandatory safety requirement applicable to the connection presently sought.
11. Since the original application has also been auto-cancelled, no direction can be issued for release of electricity connection against the said cancelled application. The complainant may, however, approach the respondent with a fresh application after complying with the requisite formalities.
12. In view of the foregoing discussion, the Forum finds no sufficient ground to interfere with the action of the respondent in rejecting the complainant's application bearing Request No. 8008306375.

ORDER

The grievance of the complainant is rejected. The respondent is justified in requiring the complainant to furnish the requisite **Fire Safety Clearance/NOC from the competent authority**, in view of the building configuration and site inspection report, and to furnish the requisite ownership/title documents for verification.

Attested True Copy

Secretary
CGRF (BYPL)

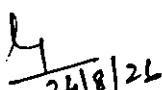
  4 of 5

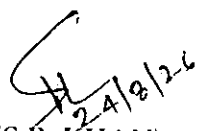

Complaint No. 121/2026

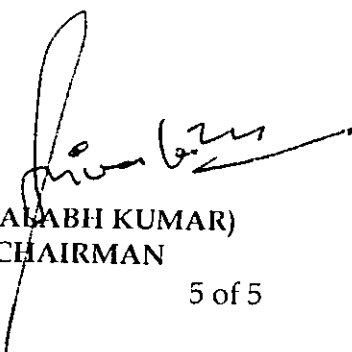
The complainant shall be at liberty to submit a **fresh application** for a new electricity connection after obtaining the requisite Fire Safety Clearance/NOC and furnishing the complete documents required under the applicable regulations. Such fresh application shall be considered by the respondent in accordance with law and applicable DERC Regulations.

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.

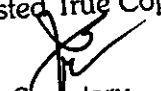

(P.K. AGRAWAL)
MEMBER (LEGAL)


(S.R. KHAN)
MEMBER (TECH.)


(SHALABH KUMAR)
CHAIRMAN

5 of 5

Attested True Copy


Secretary
CGRF (BYPL)