

C A No. Applied For
Complaint No. 58/2026

In the matter of:

Prem Nath Jaiswal

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

ORDER

Date of Hearing: 14th May, 2026
Date of Order: 25th May, 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 (11kw) vide request no. 8008146269 at premises no. 520-A, Main G.T. Road, Dilshad Garden Industrial Area, Delhi-110095, but application of the complainant for new electricity connection was rejected by OP on grounds of "Ensure CF-TF with all relevant documents & check ESS if required".

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CGRF(BYPL)

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Ahmed

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Complainant also stated that the property was originally in the name of his late wife, and the same has been willed to him. Also there is an existing meter Bearing CA No. 151268402, having the sanctioned load of 77 kw.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises bearing no. 520-A, Main G.T. Road, Dilshad Garden Industrial Area, Delhi-110095 vide application no. 8008146269.

It is further submitted that after receiving the application the matter was forwarded to the MMG Department for installation of meter. That a site visit was conducted by the official of the MMG department on 24.02.2026 for supply to the meter, passed through feeder box GTR P 582 but due to technical feasibility and digging was required for laying service cable of 45 meters for supply of electricity to the meter. Due to the said reason meter could not be installed, hence device installation order has been cancelled by MMG department with remark that "DIO has cancelled due to digging required 45 meter service cable laying". It is also stated that as per Regulation 21 of the DERC Supply Code 2017, the road cutting permission is required to be obtained by the consumer from the land-owning agency, i.e. MCD. However, if consumer wants the distribution licensee to obtain the road cutting permission on their behalf, the consumer is required to pay the applicable road cutting charges.

3. The complainant in its rejoinder denied the allegations stated by the respondent in its reply. It is stated that there are so many electricity connections given by respondent through overhead line, hence it is possible to provide connection to complainant through overhead line. It is further stated that if road cutting is mandatory for establishing cable, complainant is ready to pay the necessary charges according to DERC Regulations, 2017.

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A. Kumar

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4. Arguments of both the parties are heard.

5. It is an admitted position that the complainant applied for a new electricity connection (11 KW) vide request no. 8008146269 at premises no. 520-A, Main G.T. Road, Dilshad Garden Industrial Area, Delhi-110095. It is also undisputed that there already exists an electricity connection bearing CA No. 151268402 with sanctioned load of 77 KW at the same premises.

The respondent, in its reply, has stated that during site inspection conducted on 24.02.2026, the proposed connection was found to require laying of approximately 45 meters service cable involving digging work, and therefore the DIO was cancelled. However, the complainant has specifically contended that several nearby consumers are being supplied electricity through overhead line/pole network and that supply can also be extended to the complainant from the existing pole.

The respondent has not placed on record any technical report or material to establish that release of connection from the existing pole through overhead arrangement is technically infeasible or prohibited under applicable regulations/safety standards. Mere assertion regarding requirement of underground cable laying, without substantiating why supply through existing pole infrastructure cannot be considered, is insufficient.

It is further pertinent that the complainant has also expressed willingness to comply with necessary formalities and charges, if any, under the DERC Regulations.

In these circumstances, the Forum is of the view that the respondent ought to explore the feasible alternative of releasing supply from the existing pole/overhead network, particularly when such mode of supply is already being utilized in the vicinity.

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for
Sharma

SA

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The respondent is directed to reconsider the complainant's application and provide electricity connection to the complainant from the existing pole/overhead network, subject to technical feasibility and compliance with safety standards and DERC Regulations.

ORDER

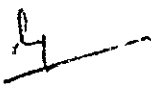
The complaint is allowed. The respondent is directed to reconsider the complainant's application and provide electricity connection to the complainant as applied for by the complainant vide request no. 8008146269 at premises no. 520-A, Main G.T. Road, Dilshad Garden Industrial Area, Delhi-110095 from the existing pole/overhead network, subject to technical feasibility and compliance with safety standards and DERC Regulations.


The necessary inspection and processing shall be completed within the prescribed period under the applicable regulations, and the connection shall not be denied merely on the ground of digging requirement if supply through existing pole-infrastructure is feasible.

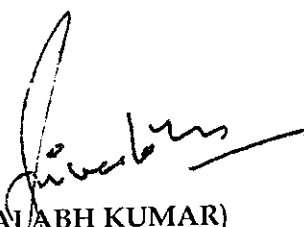
OP is further directed to file compliance report within 21 days of the action taken on this order.

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)
MEMBER (LEGAL)


(S.R. KHAN) 25/5/26
MEMBER (TECH.)


(SHALABH KUMAR)
CHAIRMAN

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CGRF (BYPL)

