

C A No. Applied for
Complaint No. 557/2024

In the matter of:

Sachin KumarComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Singh, 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. Akash Swami, Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 22nd January, 2026

Date of Order: 12th March, 2026

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

1. The brief facts of the grievance are that the complainant applied for new electricity connection at ground floor and first floor vide request no. 8007045464, 8007045449 at premises no. B-3, Kh. No. 17/5 and 15/24/2, Main Road Joharipur, Delhi-110094. It is also his case that OP rejected his application for new connection on the grounds of "NX unit and one NX meter exists, DX unit and 2 DX meters exist".

Attested True Copy


Secretary
CGRF (BYPL)


1 of 5

Complaint No. 557/2024

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking two new electricity connections at ground floor and first floor of premises no. B-3, G/F, Kh. No. 17/5 and 15/24/2, Main Road, Joharipur, Delhi-110094 vide request no. 8007045464, 8007045449.

Reply further submitted that during the inspection of the said premises, there were several deficiencies which are in direct violation of the DERC Regulations 2017.

Firstly, the applied premises already has existing connection i.e. one NX unit and there exist one NX connection for washing machine and fridge repair work and godown on second floor.

Further third floor has DX unit and two DX meter has already been sanctioned on site.

Also, there exist one meter for mobile tower which the complainant has ~~not~~ shifted to UP area i.e. against the sanctioned address.

Secondly, the complainant is a habitual offender who has illegally shifted the sanctioned meter bearing no. 55401759 having CA no. 150450755 in the name of Bala Devi to UP area.

Thirdly, there exist pending enforcement dues against the applied premises against CA no. 150450755 in the name of Bala Devi for a sum of Rs. 2,68,795/- which needs to be cleared before the grant of new connection.

3. The complainant in its written arguments submitted that the OP has rejected the request of the complainant for new connection intentionally and deliberately by showing the alleged reason as the property is constructed upto ground floor, first floor, second floor third floor and top floor and in which three annex units exist at ground floor and separate dwelling unit exists at the first floor, second floor and third floor. The complainant further submitted that at ground floor three NX units exists and separate dwelling units exists at first floor, second floor and third floor.

Attested True Copy

Secretary
CGRF (BYPL)

[Handwritten Signature]

[Handwritten Signature]

2 of 5

Complaint No. 557/2024

The complainant further submitted that his mother filed a Civil Suit against the enforcement bill vide CA no. 150505715 and interim order was granted by Hon'ble Civil Court.

4. During the course of arguments on dated 10.06.2025, the complainant submitted that he is not pressing for the connection applied for 1st floor and also submitted that the pending enforcement dues, he has paid them in accordance with the orders of Civil Court.
5. OP submitted that the matter pending in Civil Court is regarding restoration of electricity connection bearing CA no. 150505715 in the name of Bala Devi. Hon'ble Civil Court Judge ordered Bala Devi for making payment of Rs. 1, 00,000/- in two equal monthly installments for restoration of electricity supply and shall continue to pay the electricity bill raised by OP from the date of restoration of electricity till further orders. Ms. Bala Devi made the payment of the same.
6. Arguments of both the parties were heard.
7. From the narration of facts and material placed before us we find that the application of the complainant for new electricity connections were rejected by OP on the grounds of shifting of meter to UP area, pending dues and NX connection already energized on ground floor.

Regarding the first objection of OP, the complainant has shifted the connection to UP area, OP failed to submit any substantial proof in support of their contention.

Regarding pending dues, the OP has demanded dues of domestic connection having CA no. 150450755 which are duly paid by the complainant.

Attested True Copy

Secretary
CGRF (BYPL)

SA

3 of 5

Complaint No. 557/2024

The Civil Case is regarding 150505715 in the name of Bala Devi, which is totally different from the CA no. 150450755. As per the orders of Civil Court in this particular matter the complainant had made payment of Rs. 1,00,000/- as per the orders of the Forum and the electricity connection against CA no. 150450755 was restored after the order of Civil Court.

8. The site visit report submitted by the complainant states as under:
- a) Old building and building status GF+3.
 - b) GF have two halls and one shop, both halls used for scrap godwon and MURTI godwon and shop used for property dealer.
 - c) 1st floor used as scrap godwon.
 - d) 2nd and 3rd floors have DX units.
 - e) One tower meter no. 55418994 exists at the terrace of 3rd floor.
 - f) NX activities on 1st floor so DX connection not OK.
 - g) NX connection feasible.
9. In view of the above discussions, we find no justifiable reason for rejection of the complainant's application for a new electricity connection at the ground floor of the premises. The objections raised by OP with respect to alleged shifting of meter to UP area have not been substantiated by any cogent evidence.
- The issue of pending enforcement dues pertains to a different connection and is already sub-judice before a competent court/forum, and therefore cannot be made a ground for denial of a fresh connection in the present case.
10. Since the complainant has categorically stated that he is not pressing for the electricity connection at the first floor, the present complaint survives only with respect to the application for a new electricity connection at the ground floor.

Attested True Copy


Secretary
CGRIF (BYPL)

Complaint No. 557/2024

ORDER

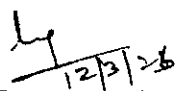
The complaint is allowed. OP is directed to process and release the new electricity connection at the ground floor of premises no. B-3, Kh. No. 17/5 and 15/24/2, Main Road, Joharipur, Delhi-110094, in accordance with applicable rules and regulations, subject to the complainant completing all formalities and payment of pending dues. The complaint, insofar as it relates to the grant of electricity connection at the first floor, stands dismissed as not pressed.

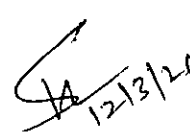
Forum also noted that the inspection report filed by OP on dated 16.05.2025 states that NX connection is feasible and after making payment of the pending energy charges on 19.11.2025, even though OP failed to release the electricity connection to the complainant. Therefore, we are of considered opinion that despite fulfillment of all the objections raised by OP, the OP failed to release the new electricity connection to the complainant, thus OP is directed to pay compensation of Rs. 10,000/- to the complainant for unnecessary harassment and delay in release of the new electricity connection.

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)
MEMBER (TECH.)


(P.K.SINGH)
CHAIRMAN

Attested True Copy


Secretary
CGRI (BYPL)