



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 Karkardoor
Shahdara, Delhi-110086
Phone: 32978140 Fax: 223848
E-mail: cgrfbypl@hotmail.com
SECRETARIES

C A No. 101465407
Complaint No. 466/2025

In the matter of:

SaritaComplainant

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

ORDER

Date of Hearing: 10th March, 2026

Date of Order: 16th March, 2026

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

1. The brief facts of the grievance are that the complainant applied for Name Change vide request no. 8007970963 at premises no. B-49, Gali No.7, Pusta Road, West Karawal Nagar, Delhi-110094. It is also his case that OP rejected his application for name change on the grounds of "Building status GF to S/F, Consumer refused name change site visit".

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CGRF (BYPL)

Complaint No. 466/2025


2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking Name Change of electricity connection bearing CA No. 101465407 installed in the name of Sh. Rajendra Kumar at premises no. B/49, Asha Ram, Gali NO.7, Pusta Road West Karawal Nagar, Delhi-110094 vide request no. 8007970963.
- Reply further submitted that as per site verification report, Smt. Mithlesh W/o Rajendra (Registered Consumer) was found present at the ground floor and refused to get the name changed on the ground that there is a dispute of ownership/court case with respect to the applied premises.
- Reply also stated that complainant is seeking name change on the basis of GPA dated 15.06.2004. The Building structure is G+2 Floors and at present Ground floor is occupied by Smt. Mithlesh wife of Rajendra who refused to get the name change on account of ownership dispute/court case.
3. The complainant in its rejoinder refused the contents stated in the reply of the respondent. It is stated that the complainant purchased the property on dated 15.06.2004 through registered GPA. That at the time of release of electricity connection, no documents were verified by the officials and this connection was released in the name of erstwhile owner namely Rajendra Kumar on dated 27.12.2006. It is further submitted that at the time of site inspection, no intimation was given to the complainant.
- It is further stated that there is no dispute/ case pending in any court/ authority till date today.
- She also stated that she is ready to submit any kind of affidavit or undertaking for name change on applied premises.
4. Arguments of both the parties were heard.



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5. From the narration of facts and materials placed before us, we find that the application of the complainant for name change has been rejected by O.P merely on the basis of verbal communication between the present occupant at the premises in question. The complainant submitted registered GPA in her favour showing that she is the owner of the property since 2004. There is no document placed on record by O.P which shows that there is some property dispute.
6. In view of the above findings, we are of considered opinion, that there is no concrete evidence placed on record by O.P to substantiate their claim. Therefore, the objection of OP for name change is not sustainable, thus, we don't find any hurdle in affecting the name change as applied for by the complainant.

ORDER

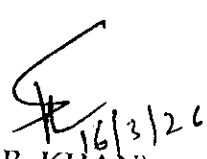
The complaint is allowed. OP is directed to affect the name change as applied for by the complainant vide request no. 8007970963 at premises no. B-49, Gali No.7, Pusta Road, West Karawal Nagar, Delhi-110094 after completion of other commercial formalities as per DERC Regulations 2017.

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)
MEMBER (LEGAL)


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


(P.K. SINGH)
CHAIRMAN

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CGRF (BYPL)