

C A No. 150159702
Complaint No. 100/2026

In the matter of:

Shrity

.....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 & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 25th August, 2026
Date of Order: 31st August, 2026

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

1. The brief facts of the grievance are that the complainant has applied for Name Change vide request no. OOLNR2403264982 against, CA No. 150159702 installed at premises no. K-53, Upper Ground Floor, Laxmi Nagar, Delhi-110092, but application of the complainant for Name Change was rejected by OP on grounds of "Mismatch in floor details as per bill and documents".

The complainant also stated that there are total 5 electricity connections installed in the same building and O.P rejected the application due to

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incorrect floor description in records, not due to any discrepancy in actual usage.

2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking Name Change from Mr. Sumit Gupta to Ms. Shriity in respect of CA No. 150159702 vide application No. OOLNR2403264982 at premises bearing no. K-53, Upper Ground Floor, Laxmi Nagar, Delhi-110092.

It is further stated that the ownership document submitted by the complainant, namely Registered Sale Deed, pertains only to the Upper Ground Floor portion of the property without roof rights and as per the respondent's billing records, the subject connection has been recorded against Ground Floor premises since its energization in the year 2011. Since the ownership documents relate to the Upper Ground Floor, whereas the electricity connection sought to be transferred stands recorded in the name of the consumer occupying the Ground Floor, the ownership of the premises corresponding to the subject connection could not be established.

It is further submitted that according to the site inspection report, the property consists of Ground Floor, Upper Ground Floor, First Floor, Second Floor and Third Floor and approximately 5 meters were found installed at the premises. That if the complainant furnishes an Architect Certificate/ Structural Verification Report or any other competent documentary proof establishing that the subject electricity connection pertains to the Upper Ground Floor, the request for transfer of connection may be examined in accordance with applicable regulations.

3. The complainant in its rejoinder denied the allegations stated by the respondent in its reply. It is stated that when the subject connection was energized in 2011, the previous owner submitted the documents mentioning

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Upper Ground Floor and the respondent has released the connection on the basis of those documents. That if the respondent is stating that the connection was given on Ground Floor, that means the documents submitted by the previous owner were not authenticated and if this was the case, then the respondent should not have sanctioned the electricity connection in 2011.

It is further submitted that the respondent has released an electricity connection vide CA No. 154661501 on Lower Ground Floor, and there is no Lower Ground Floor in the whole premises. This proves that there is discrepancy in respondent's records. That According to DERC Regulations 2017, there is no mandatory rule which states that Architect Certificate or Structural Verification Report is required for Name Change of a Connection. That in the site inspection report, there is no mention that the subject connection related to Ground Floor.

4. During the course of the argument, O.P filed K No. file of the electricity connection vide CA No. 150159702 and site inspection report. Site inspection report states "Building structure ground plus four floors, sequence is ground floor, UGF, first floor, second floor and third floor. Meter no. 25109845 installed at the premises of the complainant. Supply is being used at upper ground floor, which is in possession of the complainant.

5. Arguments of both the parties are heard.

6. We have carefully considered the pleadings of both the parties, the documents placed on record, the K-Number file and the site inspection report. The principal issue for consideration is whether the respondent was justified in rejecting the complainant's request for change of name on the ground of mismatch in the floor details.

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7. It is an admitted position that the subject electricity connection bearing CA No. 150159702 was energized in the year 2011 and that the complainant has sought change of name on the basis of a Registered Sale Deed pertaining to the **Upper Ground Floor** of the premises. The respondent has rejected the request on the ground that, as per its billing records, the subject connection has been recorded against the Ground Floor.

However, the site inspection report filed by the respondent during the course of proceedings assumes significance. The said report records that the building consists of Ground Floor, Upper Ground Floor, First Floor, Second Floor and Third Floor and, more importantly, specifically records that **Meter No. 25109845 is installed at the premises of the complainant and the supply is being used at the Upper Ground Floor, which is in possession of the complainant.**

Thus, the respondent's own site inspection report establishes that the electricity supplied through the subject connection is presently being utilized at the Upper Ground Floor in the possession of the complainant. The discrepancy pointed out by the respondent is therefore essentially a discrepancy in the description of the floor in its billing/consumer records and is not a case where the respondent has established that the subject connection is physically supplying some other premises or that the complainant is seeking transfer of a connection pertaining to a different portion of the property.

The respondent has further submitted that the complainant should furnish an Architect Certificate/Structural Verification Report or other competent documentary proof to establish that the subject connection pertains to the Upper Ground Floor.

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However, no specific provision or regulation has been brought on record by the respondent to demonstrate that submission of an Architect Certificate or Structural Verification Report is a mandatory pre-condition for processing a request for change of name in the facts of the present case. In the absence of such material, the respondent cannot reject the request solely on the ground that such certificate has not been furnished.

It is also relevant that the complainant has disputed the correctness of the respondent's floor-wise records and has pointed out another connection allegedly recorded against the Lower Ground Floor, whereas, according to the complainant, no such floor exists in the building. Whether or not the said discrepancy exists need not be conclusively adjudicated in the present proceedings. Suffice it to observe that the respondent's own inspection report establishes the present physical position of the subject connection and its actual use at the Upper Ground Floor.

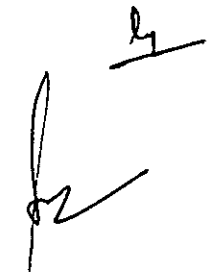
In view of the aforesaid facts and circumstances, we ^{are}~~am~~ of the considered view that the ground taken by the respondent for rejection of the complainant's request for change of name, namely, "Mismatch in floor details as per bill and documents", is not sustainable when the respondent's own site inspection report confirms that the subject electricity supply is being used at the Upper Ground Floor in the possession of the complainant.

ORDER

The complaint is **allowed**. The respondent is directed to process the complainant's request for change of name vide Request No. OOLNR2403264982 in respect of CA No. 150159702, after completing the requisite formalities as prescribed under the applicable regulations.

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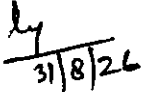
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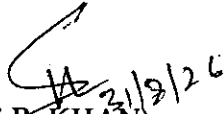
The respondent shall not insist upon an Architect Certificate/Structural Verification Report merely for resolving the discrepancy in the floor description, unless such document is specifically required under an applicable statutory/regulatory provision. The respondent shall also suitably verify and rectify its consumer/billing records with respect to the floor description, if required.

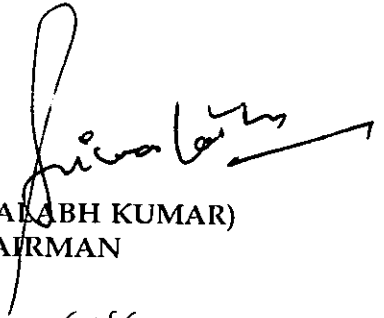
OP is further directed to file compliance report within 21 days of the action taken on this order.

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.)


(SHALABH KUMAR)
CHAIRMAN

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