

C G R F



B Y P L

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
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SECY.CHN.015.08NKS

**C A No. Applied for
Complaint No. 162/2025**

In the matter of:

SultanaComplainant

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. Ms. Sakshi Sharma, Counsel for The complainant
2. Mr. R.S. Bisht, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 12th February, 2026

Date of Order: 18th February, 2026

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

1. The brief facts of the grievance are that the complainant applied for new electricity connection vide request no. 8007505114 at premises no. R-31, Kh. No.1 ETC/112, Gali No.19, Brahampuri, Delhi-110053. It is also his case that OP rejected his application for new connection on the grounds of "10 Domestic unit and already 10 domestic meters installed at premises".

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CGRF (BYPL)

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2. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking new electricity connection at premises no. R-31, Kh. No.1 ETC/112, 4th Floor, Gali No.19, Brahampuri, Delhi-110053 vide request no. 8007505114.

Reply further submitted that the said flat was inspected on 10.03.2025. The inspecting team found that the building structure is G/F+4, 02 nos. domestic units each exist from G.F to 4th Floor (Total 10 units). 10 meters found installed for G/F to 4th Floor. It is further stated that Meter No.11314368 was released in 2012 for top floor via order No. 8000413707, at that time this building was G/F+4 floors. Therefore, meter No. 11214368 may be considered as sanctioned for 4th Floor only. Since complete meters exist for the DX units at site, no new DX connection can be released.

3. The complainant in its rejoinder stated that the complainant is the owner of 4th floor flat but no domestic electricity connection exists at the said premises. The electricity meter No. 11331113 is not running in the name of the complainant. It is also said that if the above said connection is running in the name of complainant, so why the respondent company did not issue any electricity bill in the name of the complainant till date. It is further said that there is no concern of the complainant with the top floor and its electricity connection.

During the hearing, OP was directed to file K No. file of the connection in the name of Adnan Sheikh Abassi.

4. Arguments of both the parties were heard.

5. The Inspection report filed by OP submitted on record shows that the building structure is G+ 5 and the applicant applied at 4th floor in right hand side. 10 meters already found at site 10 Dx unit found at site upto 4th floor.

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OP also submitted K.No. Files of the connections on the 4th floor/top floor of the building. From the perusal of the K.No. files placed on record shows that the connection in the name of Altaf Malik, was energized in the year 2012 for top floor and at that time the building structure was GF+4.

The other connection on 4th floor in the name of Shaista Parveen was also energized on 09.06.2012.

Therefore, from perusal of the K.No. files it is clearly evident that in the year 2012, the building structure was ground plus four floors over it and the additional fifth floor is later on constructed.

The construction of fifth floor comes under the 17.5 meters height and for getting connection on the said floor, the complainant has to file fire NOC.

In the present case the complainant smartly and deliberately shifted the meters of 4th floor to 5th floor and again applied for new connection on the 4th floor.

6. In view of the pleadings on record, submissions of the parties, it is evident that the applied premises forms part of a **multi-storied building having multiple electricity connections** and that an electricity connection bearing **meter No. 11331113 and 11314368** already exists at the applied premises.

It is further observed that the building in question is a **Ground plus multiple floors structure**, and the complainant has failed to place on record any cogent documentary evidence to establish that the building height is below the prescribed limit or that the statutory requirements, including **Building Completion Certificate from MCD and No Objection Certificate from the Fire Department**, are not applicable.

7. In the absence of mandatory statutory clearances and in view of the existence of an electricity connection at the applied premises, the respondent cannot be held guilty of any deficiency in service.

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Complaint No. 162/2025


ORDER

The complaint is dismissed.

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.

ON LEAVE
(P.K. AGRAWAL)
MEMBER (LEGAL)


12/02/26
(S.R. KHAN)
MEMBER (TECH.)


(P.K.SINGH)
CHAIRMAN

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