

CA No. 15479646
Complaint No. 03/2026

In the matter of:

Kailash SinghComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. P.K. Agrawal, Member (Legal)
2. Mr. S.R. Khan, Member (Technical)

Appearance:

1. Mr. Suraj Aggarwal, Counsel for the complainant
2. Mr. Rahul Keshav, Ms. Chhavi Rani & Mr. Akshat Aggarwal, On behalf of BYPL

ORDER

Date of Hearing: 19th March, 2026

Date of Order: 23rd March, 2026

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

1. The brief facts of the grievance are that the LT AB wire for meter against CA no. 15759646 installed at E-762, Lohiya Marg no. 2, East Babarpur, Delhi-110031 touches the corner of the first floor wall of his premises, due to which there has been electric shock in his house. He requested that LT AB wire be separated from his house wall by installing iron angle on pole against CA no. 154759646. He further submitted that he is willing to pay departmental charges for installing the iron angle on the pole.

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2. The respondent in its reply against the complaint of the complainant submitted that by the way of the present complaint the complainant is seeking installation of an iron angle on the electric pole. The complainant having electricity connection bearing CA no. 154759646 installed at E-762, Lohiya Marg no. 2, East Babarpur, Delhi-110031. The complainant alleges that the LT AB wire is touching the wall of his first floor.

Reply further submitted that upon site inspection it was observed that the complainant has extended his chajja/balcony beyond the sanctioned building line, thereby resulting in inadequate and unsafe electrical clearance, in clear violation of the provisions of the CEA (Measures relating to Safety and Electric Supply) Regulations as well as applicable DERC safety norms.

OP also stated that an accessibility notice has already been served to the complainant. As per the provisions of Standard Operating Procedure (SOP) of BYPL for shifting of LVDS pole/LT Circuit, the request of the complainant is not admissible due to following:

Clause 5.2 of the SOP clearly states that "angle/projection on poles for supporting/shifting cable/cables/network shall not be allowed." Accordingly, the work sought by the complainant for installation of an iron angle on the electric pole is expressly prohibited.

Clause 5.5 of the SOP mandates that "Proposal to be rejected in case pole is already encroached. Accessibility notice to be served to such consumer/cases.

3. The complainant in its rejoinder refuted all the allegations, made by the respondent in its reply. It is submitted that the OP itself has installed iron angles and similar supporting structures on several electricity poles in the nearby areas for supporting and maintaining electric cables.

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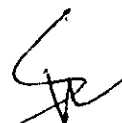
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4. After considering the submissions made by both parties, perusing the record, and examining the material placed on file, the following findings are recorded:

- It is an admitted position that the LT AB wire passes in close proximity to the premises of the complainant and is touching or dangerously near the first-floor wall, resulting in electric shock within the premises. This establishes the existence of a **potentially hazardous condition**, which cannot be ignored.
- The respondent has contended that the complainant has extended his chajja/balcony beyond the sanctioned building line, thereby reducing the mandatory electrical clearance for which OP failed to produce any evidence. However, even if such extension exists, the respondent, being a public utility engaged in the distribution of electricity, is under a **statutory obligation to maintain safe and secure electric supply lines** and to ensure that no danger is caused to life or property.
- The reliance of the respondent on Clause 5.2 and Clause 5.5 of its SOP to deny installation of an iron angle on the pole is noted. However, such internal SOPs cannot override the **paramount consideration of public safety**. Where a hazardous situation is demonstrated, the respondent is duty-bound to take appropriate corrective measures.
- The complainant has also submitted that similar supporting structures have been installed by the respondent on poles in nearby areas. The respondent has not satisfactorily rebutted this contention, which indicates that **practical deviations or exceptions** are being made in appropriate cases.
- The complainant has expressed willingness to bear the necessary departmental charges for carrying out the required modification. This further demonstrates bonafide intent and removes any financial burden on the respondent.

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- In the facts and circumstances, this Forum is of the considered opinion that the issue involved is not merely of policy compliance but of immediate safety and prevention of electrical hazard, which must be given overriding importance.

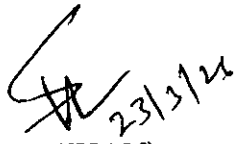
ORDER

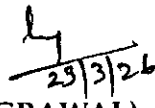
The complaint is allowed. The respondent is directed to take necessary corrective measures to ensure safe clearance of the LT AB wire from the premises of the complainant at E-762, Lohiya Marg No. 2, East Babarpur, Delhi-110031, so as to eliminate the risk of electric shock. The respondent may install suitable supporting structure such as an iron angle or any alternative mechanism, to ensure safety. The said work shall be carried out at the cost of the complainant, as per applicable rules and charges of the respondent.

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.


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


(P.K.AGRAWAL)
MEMBER (LEGAL)

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