



C A No. 152159118
Complaint No. 338/2025

In the matter of:

Nareshwati SharmaComplainant

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. Shanky R.S. Gupta, A.R for the complainant
2. Mr. R.S. Bisht, Mr. Akshat Aggarwal & Mr. Shiven Mishra, On behalf of BYPL

ORDER

Date of Hearing: 18th December, 2025

Date of Order: 22nd December, 2025

Order Pronounced By:- Mr. P.K. Singh, Chairman

1. The present complaint has been filed by Ms. Nareshwati Sharma against BSES YPL-G.T. Road.
2. The brief facts of the grievance are that the complainant applied for name change against CA no. 152159118, vide application no. OOGTR2401250537 installed at premises no. 1/10253, street no. 1, West Gorakh Park, Shahdara, Delhi-110032. The application of the complainant was rejected by OP on grounds of mismatch between billing address and ownership address.

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CGRF (BYPL)

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3. The respondent in its reply against the complaint of the complainant submitted that the complainant is seeking name change in respect of electricity connection bearing CA No. 152159118, seeking change of name from Ms. Vandana Bhargava to Ms. Nareshwati Sharma, vide application no. OOGTR2401250537. The application of the complainant was rejected on ground of an address mismatch. The billing address on record was 10253, West Gorakh Park, Shahdara, Delhi-110032, whereas the ownership documents submitted by the complainant reflected the address as 1/10253, West Gorakh Park, Shahdara, Delhi-110032.

Reply further submitted that upon site inspection and scrutiny of records, it was confirmed that the correct address of the premises is 1/10253, West Gorakh Park, Delhi-110032 and there is no dispute at site. The OP is ready to change name but need a fresh application from the complainant.

4. The counsel for the complainant did not file rejoinder.

5. Arguments of both the parties were heard.

6. From the narration of facts and material placed before us we find that the application of the complainant for name change was earlier rejected by OP on grounds of address mismatch. Later during site visit OP find that the address of existing billing address and applied address are same, therefore, they have no objection in changing the name of the complainant. OP required a fresh application from the complainant for initiating the process of name change.

  

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ORDER

The complaint is allowed. OP is directed to effect the name change after applying afresh by the complainant.

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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