

OFFICE OF ELECTRICITY OMBUDSMAN

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act of 2003)

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Appeal No. 20/2026

(Against the CGRF-BYPL's order dated 08.05.2026 passed in Complaint No.60/2026)

IN THE MATTER OF

Smt. Amrit Versha

Vs.

BSES Yamuna Power Limited

Present:

Appellant: Shri Bhupinder Kumar Sharma, Son & Advocate
of the Appellant.

Respondent: Shri Ravinder Singh Bisht, DGM (Legal), Shri Ankit
Khandelwal, B.M., Shri Kuldeep, A.M., Ms Monika Sharma,
Legal Retainer and Shri Ashok Kumar & Shri Rahul Saini,
Advocates, on behalf of the BYPL

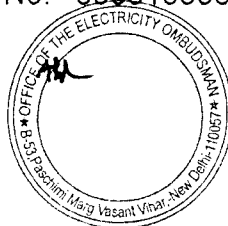
Date of Hearing: 29.07.2026

Date of Order: 03.08.2026

ORDER

1. Appeal No.20/2026 dated 18.05.2026 has been filed by Smt, Amrit Versha, R/o H.No.13/772, Mandoli Extension, Street No.13, Opp. Bhati Market, Delhi - 110093, through Advocate, Shri Bhupender Kumar Sharma, against the Consumer Grievance Redressal Forum – BSES Yamunai Power Limited (CGRF-BYPL)'s order dated 08.05.2026 in Complaint No.60/2026.

2. The background of the case as averred by the Appellant before the Forum is that she had applied for a new electricity connection at the first floor of premises bearing No. C-1/C, Khasra No. 1/117/2 & 1/118/2, Gokalpuri Extension, Delhi-110094, initially vide Application No. 8008083778 dated 23.12.2025 and subsequently vide Application No. 8008158831 dated 02.02.2026. She had



purchased that plot land measuring 43.05 square meters from Ms Priti Garg through registered Sale Deed, executed on 03.03.2025. Her initial request was rejected by the Respondent on the grounds that "L" Type service line is not supported at the site and that the applied address was recorded as Village Ziauddinpur, whereas the physical location corresponds to Gokalpuri Extension. The Appellant submitted that as advised by the Respondent duly rectified her ownership documents through a registered Rectification Deed via the Sub-Registrar on 29.01.2026 to resolve the address discrepancy and applied again for new electricity connection on 02.02.2026. But this time two other deficiencies were created (i) inadequate/unsafe clearance from HT/LT Lines (ii) Total cumulative area of the premises/plot exceeds 2000 sq. Meters & as per Clause 6 (4) of Schedule Charges, space for ESS is required.

Despite this act of correction, her request was again rejected by the Respondent with a new reason that "L" type service line not supports and at site Electric Sub Station (ESS) is required. The Appellant contended that her individual plot size is only 43.05 square meters, and as per the prevailing DERC Regulations, an applicant is under no obligation to provide space for an Electric Sub-Station (ESS) unless the individual plot size exceeds 600 square meters. Furthermore, she argued that three electricity connections (vide CA No. 154132437, CA No. 351457401, and CA No. 155080283) are already active and installed within the same Khasra number, with one connection installed recently on 11.03.2026 in front of her house in the name of Ms Neelam Chaudhary. Since the nearest supporting electrical pole is situated a mere 5 to 6 meters from her residence, she pleaded that the Respondent's refusal to grant her a connection constitutes a gross deficiency in service. She prayed for directions to release the requisite electricity connection immediately.

3. The Discom, in its written submission before the Forum, asserted that the Appellant's application for a new electricity connection at the subject premises could not be processed further due to technical non-feasibility, lack of essential electrical infrastructure including availability of adequate space for installation of Electrical Sub-Station (ESS) and feasibility of L Type service line. The respondent clarified that during site inspections, it was revealed that the land in question forms part of a much larger plot of land admeasuring approximately 2166 square yards comprised in Khasra Nos. 1/117/2 and 1/118/2. This large parcel of land was developed and subdivided into multiple smaller plots by the developer, namely Ms. Preeti Garg, without making any provision for essential electrical infrastructure such as space for installation of distribution transformer/ESS. However, Respondent had sent communications dated 24.12.2025 and 20.03.2026 alongwith photographs and geo coordinates to the District Magistrate, North East, highlighting the issues arising out



of unplanned development. Moreover, the Respondent had already served communications dated 20.02.2026 & 27.03.2026 to the developer (Ms Priti Garg) for providing mandatory ESS in compliance with Regulation 22 of DERC Supply Code, 2017 read with the Schedule of Charges and Procedure (Seventh Amendment) Order, 2023, but all efforts had gone in vain. The Respondent further asserted that the existence of the nearby connections within the same locality or Khasra does not vest a legal right to the complainant to demand a new connection when technical feasibility is zero, and that a similar application from another resident of the area (Mr. Yogesh Sharma) was also denied on identical grounds i.e. non-availability of ESS.

4. The Forum, in its order dated 08.05.2026, found no deficiency in service on the part of the Respondent, as a distribution licensee i.e. Respondent cannot be legally directed to release a new electricity connection where overall technical feasibility is absent and the local distribution network has reached its absolute saturation point and additional load cannot be sanctioned. Hence, the action of the Respondent in rejecting and keeping the application pending is held justified. The Respondent shall not be bound to release the requested electricity connection to the Complainant at the applied premises, until the necessary electrical infrastructure, specifically including the allocation of suitable space for the installation of an Electric Sub-Station (ESS) and a technically feasible service line support, becomes available in the area in accordance with applicable DERC Regulations.

5. The Appellant, dissatisfied by the order dated 08.05.2026 passed by CGRF-BYPL, has filed this appeal reiterating her stand as before the Forum. She argued that even though BYPL illegally rejected her application on 05.02.2026 but they still released a new electricity connection vide No. 155080283 to Ms Neelam Chaudhary on 11.03.2026. Reliance upon Regulation 11(4)(2) of the DERC Supply Code, 2017 was taken by her. She contended that a legal notice was also sent to the Business Manager of BYPL on 22.03.2026, reminding them that two meters (CA No. 154132437 & 351457401) were already installed at the property. Instead of replying or taking action, BYPL ignored her notice and gave another new meter to Neelam Chaudhary, who had applied after the Appellant. Even Respondent deliberately did not place on record the documents of other installed meters.

The Appellant has prayed to set-aside the order dated 08.05.2026 and allow the new meter connection for the aforesaid property of the Appellant, considering her old age. The electricity connection may be allowed either on the order no.8008083778 or 8008158831 in the interest of natural justice.



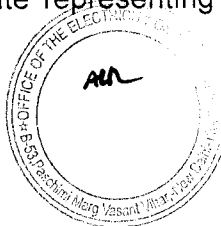
6. The Discom, in its written submission to the appeal, reiterated the facts placed before the CGRF-BYPL. Respondent refuted all the allegations and arguments put forth by the Appellant in the appeal. Respondent asserted that no deficiency in service exists on their part under the DERC Regulations. Reliance on Regulation 21, 22 (1) of DERC Supply Code, 2017 in conjunction with Clause 6 of Schedule of Charges and Procedures (7th Amendment) order dated 01.08.2023 was also taken by the Respondent. As per regulations, a new connection cannot be granted unless the developer or government provides proper land space for grid infrastructure. The Respondent has taken all the efforts which were legally possible to obtain this land for ESS, including sending a notice dated 20.02.2026 and reminder dated 27.03.2026 to the developer, Ms. Priti Garg, and letters to the District Magistrate dated 24.12.2025 and 20.03.2026. Since the CGRF already noted that the local transformer is overloaded at over 90% capacity, giving a new connection right now is dangerous, violates safety regulations, and will cause power disruptions for the entire area. However, they have already served show cause notice dated 29.04.2026 to Mukesh Kumar Gupta, Registered Consumer of CA No.154132437 and another show cause notice to Ms Neelam Chaudhary RC of CA No.155080283. Respondent submitted that merely because some other applicants have obtained connections do not create an automatic entitlement in favour of the Appellant.

7. The Appellant, in her rejoinder dated 21.06.2026, reiterated her assertions as in the appeal and denied all the allegations levelled by the Respondent in its written submission.

8. The date of hearing was fixed on 29.07.2026. During the hearing, both parties were represented by their advocates/authorized representatives. An opportunity was given to both the parties to plead their respective cases at length and relevant questions were asked by the Ombudsman, Secretary & Advisor (Engineering), to elicit more information on the issue.

9. During the hearing, the son appearing as an Advocate for the Appellant reiterated the claims, arguments and prayer made in the appeal and in the rejoinder. During hearing, he presented relevant bills of electricity connections installed in the name of Shri Yogesh Sharma & Ms Neelam Chaudhary in her neighbouring area. The same were taken on record.

10. In rebuttal, the Advocate representing the Respondent reiterated its detailed written submission.

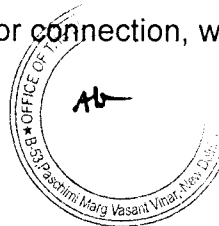


11. During the hearing, Advisor (Engineering) questioned to Respondent about outcome of the show cause notices dated 29.04.2026 issued at the belated stage to the Registered Consumers, Shri Mukesh Kumar Gupta & Ms Neelam Chaudhary for provision of ESS space and proposed disconnection of supply to whom connections were already given. The Respondent did not provide convincing response. However, officer present submitted that Shri Mukesh Kumar Gupta has filed a civil suit challenging the notice, and the court has ordered to maintain the status quo of the premises regarding the electricity connection. Advisor (Engineering), further, emphasized on the report dated 08.07.2026 submitted by the Respondent, placed on record reveals that the peak load of related Distribution Transformer's in the Financial Years 2024-25 & 2025-26 remained 75%.

12. During the hearing, the Ombudsman emphasized that, admittedly, BYPL had given new electricity connections to other neighbours. Even one connection was released after rejection of the Appellant's application.

13. Having taken all factors, written submissions and arguments into consideration, the following aspects emerge:

- (i) That land in question is 43.05 SQM, which forms part of a large parcel of land approximately 2166 SQYds area, comprised in khasra No. 1/117/2 & 1/118/2, which have been sold & subdivided into smaller plots by Ms Priti Garg in year.
- (ii) Respondent has released three connections in same Khasra bearing CAs No (I) 154132437 (R/C Mukesh Kumar Gupta , address G-20-A G/F Kh no 1/117/2 & 1/118/2), Date of Energization: 14.5.2023 (II) 351457401 (R/C Mr Yogesh Sharma Kh no 1/117/2 & 1/118/2), Date of Energization: 13.10.2025 (iii) 155080283 (R/C Ms Neelam Chaudhary , C-1/5, GF Gokalpuri Extension, Date of Energization : 11.03.2026.
- (iii) Respondent has submitted site plan Dated 1.4.2026, wherein same large parcel of land is shown & subdivided into numerous plots/portions. Plot of Ms Neelam Chanudhay also shown in the same map, wherein respondent has released connection on 11.03.202 i.e after applicant's request for connection, which is not in accordance with natural justice.



- (iv) Related Distribution transformer's peak loading in FY 24-25 & 25-26 remained 75%. Thus transformer has adequate margin to meet 1KW intended load, which is in accordance with DRRC Supply code 2017, sub regulation No 11(4)(ii)(a).

14. In the light of the above, the court directs as under:

- (i) The order of the Forum is set-aside.
- (ii) Respondent is directed to release the applied connection vide Application No.8008158831 within one week's time of this order after completion of needful commercial and codal formalities.
- (iii) The Action Taken Report should be submitted to this office within 30 days.

15. This order of settlement of grievance in the appeal shall be complied within 15 days of the receipt of the certified copy or from the date it is uploaded on the website of this Court, whichever is earlier. The parties are informed that this order is final and binding, as per Regulation 65 of DERC's Notification dated 24.06.2024.

The case is disposed off accordingly.


(Ali Zamin)
Electricity Ombudsman
03.08.2026