

# CONSUMER GRIEVANCE REDRESSAL FORUM

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act of 2003)-For BRPL area

Sub - Station Building, Sector - V, Pushp Vihar,  
(Near Saket Court Complex) NEW DELHI - 110017  
Phones: 8468952631, 8468935702 TELEFAX: 29564400  
Email: [cgrfbrpl@gmail.com](mailto:cgrfbrpl@gmail.com)

No: CG -84/2019/F1/289

Dated : 20/12/19

Smt. Manjit Kaur Bindra  
House No. 88 (Old No. 113),  
Third Floor, Fourth Floor,  
Sant Nagar,  
**NEW DELHI - 110065.**


Subject: - Redressal of Grievance by the Forum

Madam,

1. Any complainant, aggrieved by orders of the Forum may himself/herself or through his authorized representative make a representation in writing to the Ombudsman with triplicate sets of application.
2. The representation shall state clearly:
  - (i) The name/s and address of the consumer/s, service connection number, category, the name of the local licensees' office, against which the representation is made, the facts giving rise to the representation, the grounds thereof, the relief sought from the Ombudsman.
  - (ii) The name of the Forum, date of order or decision of the Forum shall, as the case may be mentioned in or enclosed with the representation.
3. No representation to the Ombudsman shall lie unless:
  - (i) The consumer had before making a representation to the Ombudsman approached the Forum constituted under Section 42 (5) of the Electricity Act, 2003 for redressal of his grievance;
  - (ii) The representation is made within one month from the date receipt of the order of the Forum:

Provided that the Ombudsman may entertain a representation beyond one month on sufficient cause being shown by the person filling the representation that he had sufficient reasons for not filling the representation within the aforesaid period of one month.

- (iii) The person filling the representation deposits an amount equal to one third of the amount assessed by the Forum in cash or by way of bank draft with the licensee and documentary evidence of such deposit is enclosed with the representation.

  
SECRETARY 20/12/19

Encl: Certified copy of order (03 pages).

# CONSUMER GRIEVANCE REDRESSAL FORUM (BRPL)

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No: CG – 84/2019

In the matter of:

Smt. Manjit Kaur Bindra  
House No. 88 (Old No. 113),  
Third Floor, Fourth Floor,  
Sant Nagar,  
**NEW DELHI - 110065.**

....Complainant

Versus

BSES Rajdhani Power Ltd.  
BSES Bhawan, Nehru Place,  
**NEW DELHI – 110019.**

... Respondent

Coram:

- |    |                    |   |              |
|----|--------------------|---|--------------|
| 1. | Mr. Atul Nigam     | - | Chairman     |
| 2. | Mrs. Nirja Ahuja   | - | Member (L)   |
| 3. | Mrs. Monika Taneja | - | Member (CRM) |

Appearance:

Complainant: Shri Manoj Banka, Authorize Representative of the complainant

Respondent:

1. Ms. Anchana Arora, Deputy General Manager (B), Division – Nehru Place
2. Shri Amresh Kumar, Asst. Manager (PS), Division – Nehru Place
3. Shri Rajesh Kumar Gupta, SO, Co-co-ordinating Cell, Nehru Place

(Date of Hearing: 03.12.2019)

(Date of Order: 12.12.2019)

**ORDER**

**Shri Atul Nigam, Chairman**

Briefly stated case of the complainant is that the complainant applied two new connections vide application No. 80039524465 and 8003952471 at House No. 88 (Old No. 113), Third floor Front side & Fourth floor Front side, Sant Nagar, New Delhi. The above said building is very old constructed and he applied for new electricity connections vide applications no. 80039524465, 8003952471 which were

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rejected by the respondent due to the reason that building under construction and building height is more than 15 meters. Complainant has approached several times, however all his efforts went in vain and his grievance was not redressed by BRPL. Being aggrieved, complainant filed its complaint before us, which was registered.

On notice respondent appeared and filed its reply and documents before us.

Respondent submitted reply vide letter dated 03.10.2019 that as per technical feasibility report by their Engineer, the building height is above 15 metres due to which new connection application was rejected. Respondent again submitted that they are unable to process new connection request due to the deficiency report submitted by the technical engineer that the height of the said building is above 15 metres. Further consumer stated that 3 meters were installed at the premises in June 2019. In this regard, they submitted that those meters were existing connections, details are as under:

**CA No.**

1. 152825137 – Name change done (Old CA No. 150227641)
2. 152867675 – Name change done (Old CA No. 101818835)
3. 152863895 – Reconnection done on consumer request.

Further, they informed that they will process new connection application if the Fire clearance certificate against the said property is provided.

During hearing, complainant submitted that they seek connection on the third floor which has already one connection in the front portion. The complainant is seeking fresh connection in the second portion of the third floor, which is a separate dwelling unit. Respondent has refused to give new connection, as the height of the building is more than 15 metres. Respondent also stated that superiors are of the same view that new connection cannot be given in the old building, where height is more than 15 metres even if connections are running on other flats.

We have heard the parties and have gone through the records and deliberations before us. The said building is an old building and nine connections are already running. As per DERC clarification received on the issues relating to grant of new electricity connection to a building having total height upto 17.5 metres vide letter no.

*MZ*

*MZ*



*h*

No: CG – 84/2019

F.17(85)/Engg./DERC/2016-17/5403/487 dated 31.05.2019. Relevant para is quoted below:-

“ 7. Based on the above, it is clarified that the distribution licensee for release of electricity connection shall not insist for fire clearance certificate for the residential buildings having height upto 15 metres without stilt parking and 17.5 metres with stilt parking. The measurement of the height of the building shall be made in accordance with clause 1.4.16 and 7.19 of Unified Building Bye-Laws for Delhi 2016.”

After going through the clarification we are of the considered opinion that for the purpose of seeking connection in high rise buildings for the safety reason of the occupiers these provisions are made which are to be complied by the applicant seeking new connection in the high rise building. The requirement of Fire Clearance and Safety measures are for the whole building till the top.

At present, complainant is unable to fulfill the condition as prescribed under law. The Forum directs complainant to complete the commercial formalities and obtain necessary Fire Clearance Certificate before connections can be released.

Accordingly, case is disposed off.

Sd/-  
(Mrs. Monika Taneja)  
Member (CRM)

Sd/-  
(Mrs. Nirja Ahuja)  
Member (Legal)

Sd/-  
(Atul Nigam)  
Chairman

