

OFFICE OF ELECTRICITY OMBUDSMAN

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act of 2003)
B-53, Paschimi Marg, Vasant Vihar, New Delhi-110057
(Phone: 011-41009285 E.Mail elect_ombudsman@yahoo.com)

Appeal No. 01/2026

(Against the CGRF-BRPL's order dated 21.11.2025 in CG No.130/2025)

IN THE MATTER OF

Shri Arvind Kumar Dubey

Vs.

BSES Rajdhani Power Limited

Present:

Appellant: Shri Aarav Bhardwaj, son/Authorized Representative of Appellant.

Respondent: Shri Sudarshan Bhattacharjee, DGM, Shri Saurabh Sharma, DGM,
Shri Navdeep Arora, GM and Shri Shreyek Gupta, Advocate, on
behalf of BRPL

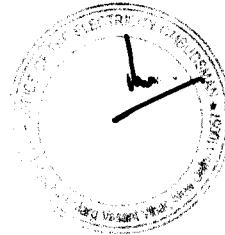
Date of Hearing: 15.04.2026

Date of Order: 17.04.2026

Order

1. Appeal No.01/2026 dated 12.12.2025 has been filed by Shri Arvind Kumar Dubey, S/o Shri Hari Sharan Dwivedi, R/o B 1/23, Gali No.11, D-Block, Baprola, New Delhi - 110043, through his son/authorized representative, against the Consumer Grievance Redressal Forum – BSES Rajdhani Power Limited (CGRF-BRPL)'s order dated 21.11.2025 passed in CG No.138/2025.

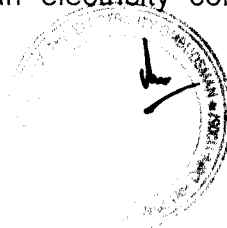
2. The background of the case presented before the Forum by the Appellant represented by his son/authorized representative, Shri Aarav Bhardwaj, is that he is the legitimate and registered owner of the property bearing Khasra Nos. 6/24/2 & 16/4, Ranholla Extension, Nangloi, Dehli-110041, which he purchased on 23.02.2023



through a Sale Deed. However, one Shri Manoj Kumar Mahto had applied for a new electricity connection (temporary) at the aforementioned premises and obtained it vide CA No.351448330 in his name, based on forged signature and fabricated documents in collusion with an Officer of the Respondent. This action is not only unlawful but also infringes upon his ownership rights, constituting criminal conspiracy and forgery as per law. The neglect to address his serious allegations of forgery and fraud raises grave concerns regarding due diligence and accountability. Issuing an electricity connection based on forged documents without proper verification is illegal and contravenes the principles of justice. Therefore, he has requested: (i) to conduct a thorough investigation into the fraudulent issuance of CA No.351448330; (ii) to cancel the said connection obtained through forged documents; (ii) to take strict action against the erring officials, in the interest of justice.

3. The Discom, in its written submission, presented before the Forum, stated that the Appellant requesting the removal of an electricity connection with CA No.351448330, installed illegally at his premises, Plot No.1, Ground Floor, Khasra No.6/24/2 & 16/4, Ranholla, Delhi - 110041, based on forged and fabricated property documents. They asserted that the order dated 03.09.2025 issued by the ICGRC noted that the issue raised was under active consideration. Accordingly, the Appellant was duly communicated that the issue is under police investigation and is also being reviewed by the Vigilance Department of BRPL. Appropriate actions would be taken in accordance with the law, subject to the outcome of the aforementioned investigations. Relevant correspondence with the police authorities was also placed on record. Additionally, the issues raised by the Appellant (despite no specific prayer being made) do not fall within the definition of grievances as outlined in the DERC (Guidelines for the establishment of the Forum and the Ombudsman) - 2024. The Respondent has refrained from providing any response regarding the merits of the case. The Respondent requested the opportunity to submit a response on the merits, if necessary.

4. Appellant, in his rejoinder, reiterated that the preliminary reply from the Respondent was entirely misconceived, evasive, and contrary to the provisions outlined in the DERC Supply Code, 2017, as well as the DERC (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2024. He referenced Regulation 2 (i) (ix) of the DERC Regulations, 2024. The actions of the Respondent, in collusion with Shri Manoj Mehto, contravene Regulation 10 (3) of the DERC Supply Code, 2017, which requires proper verification of ownership or occupancy of the premises prior to the sanctioning of an electricity connection. The Respondent,

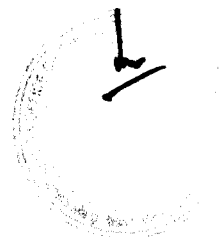


showing complete disregard for this statutory obligation, issued the connection in his name without any proper verification or No Objection Certificate (NOC) from the Appellant who is the legitimate owner. This unlawful and negligent action has resulted in undue harassment to him. Furthermore, according to Regulation 50 of the DERC Supply Code, 2017, a connection is subject to disconnection if it was obtained in violation of any provision of the Code. The Appellant additionally requested before the CGRF: (i) to dismiss the preliminary objections raised by the Respondent as baseless and contrary to law; (ii) to direct the Respondent to disconnect and remove the electricity connection that was illegally sanctioned in the name of Shri Manoj Mahto on his Plot No.1.

5. The Forum, in its order dated 21.11.2025, adjudicated that the Discom has given the connection based on property documents placed on record. It further stated that a piece of agricultural land measuring One Bigha Ten Biswas (i.e. 1500 Sq. Yards), from Khasra No. 6/24/2 (2-08) & 16/4 (4-16), was transferred to Shri Arvind Kumar, S/o Shari Hari Sharan Divedi, through a registered Sale Deed executed at the Office of Registrar/Sub Registrar, SR IIA-Punjabi Bagh, Delhi on 23.02.2023. It was revealed that Shri Manoj Mahto is a junk dealer rather than a trespasser, as he was authorized by the Appellant to use the construction (one room at ground floor) raised on the agricultural land, albeit without electricity, for the purpose of staking/storing junk/kabaar. Furthermore, the Forum opined that the complaint qualifies as a "grievance" under Regulation 2(i)(ix) of the DERC (Guidelines for Establishment of Forum and the Ombudsman for redressal of Grievances of Electricity Consumers) Regulations, 2024. Accordingly, the Forum has the jurisdiction for redressal / adjudication.

Furthermore, the matter concerning the alleged obtaining of an electricity connection CA No.351448330 by Shri Manoj Mehto is under investigation by the vigilance department of BRPL, and actions would be taken based on the results of the investigation. However, the Appellant has duly been informed. As a result, the Respondent was directed to:

- (a) Expeditiously conclude the investigation/enquiry, and based on its findings, needful action be taken in compliance with applicable law and regulations.
- (b) For taking disciplinary action against the BRPL's officials, based on findings of the ongoing enquiry/investigations, if they are found to be involved in release of connection in violation of law and applicable rules.



- (c) For submission of Action Taken Report (ATR) about the sanctity of the questioned electricity connection bearing CA No.351448330 based on outcome of the ongoing investigation/enquiry in the current matter.

6. The Appellant, dissatisfied by the order dated 21.11.2025, passed by CGRF-BRPL, has filed this appeal through his son/AR, Shri Aarav, reiterating his stand as before the Forum.

The Appellant argued that Respondent No.2 (Manoj Mehto), along with Mukesh JE and other officials from BSES, unlawfully obtained an electricity connection on the Appellant's land, Plot No.1, admeasuring 100 square yards out of 1500 sq. Yards of agriculture land, based on forged and fabricated General Power of Attorney (GPA) and other documents actually executed by one Surender Yadav. Despite Respondent No.2 having any ownership or possessory rights, he obtained the connection illegally, bypassing the necessary legal procedures. Nevertheless, the Forum refused to provide any relief to him solely on the basis that the issue is currently under investigation by the vigilance department of BSES and declined to intervene. This resulted in undue harassment caused to him

He based the above proposition on the following grounds:

- (a) The impugned order is arbitrary, contradicts the principles outlined in the DERC Regulations, and was issued without a thorough examination of any documents or the factual matrix of the Appellant. The installation of an electric meter on his property in favour of another party poses a significant risk of further misappropriation of the land and results in wrongful loss to the Appellant due to the illegal actions of Respondents No.1 and 2.
- (b) The CGRF made an evident error in stating that any further actions would depend on the "outcome of the vigilance investigation," despite the fact that vigilance inquiries are internal departmental processes and cannot supersede clear statutory violations already admitted by the Respondent.
- (c) The CGRF ignored settled principles of law. Even, Regulation 10 (3) of the DERC Supply Code, 2017, was disregarded, which requires verification of ownership or occupancy and prohibits the issuance of a connection without due diligence.



- (d) The Respondent has already admitted to issuing a meter based on forged documents. When illegality is clearly established, the CGRF cannot permit the continuation of the illegal connection. Therefore, disconnection was mandatory under Regulation 50 of the aforementioned Supply Code.
- (e) The CGRF was obligated to adjudicate the case to provide a remedy for the Appellant. However, relying on an ongoing vigilance inquiry (which is an internal report of the licensee) constitutes a failure to fulfill judicial or quasi-judicial responsibilities.

The Appellant has prayed the following:

- (a) To immediately direct disconnection of electricity connection installed in favour of Manoj Mahto.
- (b) To take disciplinary action against the erring officials of BRPL.
- (c) To take strict penal action against Manoj Mahto and others.
- (d) To pass any other order.

7. The Discom, in its written submission to the appeal, reiterated the facts previously presented to the CGRF-BRPL. Additionally, the Discom pointed out that the Appellant has included Respondent No.2 in the Appeal, despite the fact that he was not a party before the CGRF's complaint. Furthermore, it is evident that the Appellant is involved in a property dispute, and the Respondent is being unnecessarily dragged in this matter. The Discom asserted that the issue at hand was never adjudicated on its merits before the Forum and was instead disposed off with a direction to submit an Action Taken Report (ATR). In accordance with the Forum's direction, the Respondent submitted the ATR to the CGRF, which explicitly stated as under:

"After scrutiny of the records and documents submitted by Mr Manoj Kumar Mahto, it was found that all documents were submitted as per prevailing norms. The subject electricity connection was released only after completion of all requisite commercial and procedural formalities. In view thereof, no irregularity was observed, and consequently, no vigilance enquiry/investigation was required in the matter".



In light of the aforementioned submissions, the Appellant's reliance on Regulation 10 (3) and Regulation 50 of the DERC Supply Code, 2017, was misplaced, as the documents submitted have been found to be compliant.

8. The Appellant, in his rejoinder, reiterated his assertions as in the appeal. He contended that the present matter relates to: (i) illegal sanction of electricity connection, (ii) violation of mandatory provisions of the Supply Code, (iii) failure to verify ownership, (iv) grant of connection on false/forged documents. Hence, the present matter falls within the definition of grievance. Additionally, the Respondent's contention that the matter is a property dispute is false and only an attempt to avoid its statutory liability. The Appellant undertook that no civil suit, writ or judicial property dispute is pending on this land and between the Appellant and Manoj Mahto. He further contended that the Respondent has neither filed nor placed on record the documents submitted by Manoj Mahto on the basis of the electricity connection, in question, was installed.

9. The appeal was admitted and fixed for hearing on 15.04.2026. During the hearing, the Son/authorized representative (AR) of the Appellant was present. Respondent was represented by its representatives/advocate. An opportunity was given to both the parties to plead their respective cases at length and relevant questions were asked by the Ombudsman and Advisor (Engineering), to elicit more information on the issue.

10. During the hearing, the Son/AR, appearing for the Appellant, reiterated the arguments, claims, and requests made before the CGRF, as well as in the appeal and rejoinder. In response to a query by the Ombudsman regarding the licensing of 100 sq. yards out of 1500 sq. yards to Shri Manoj Kumar Mahto for the specific purpose of storing scrap, the AR stated that a room was built on the ground floor of his agricultural land and was given to Shri Manoj Kumar for junk storage, but without electricity since it was not needed. There was no written agreement or monetary transaction, as the arrangement was made verbally without any documentation. When further questioned about the construction of a boundary wall on the land, the AR clarified that while certain plots within the agricultural land are demarcated, there is no outer boundary wall. Additionally, regarding the allegations of forgery, the AR submitted that the Appellant remained unaware of the fraudulent activities due to a severe cardiac arrest suffered and its consequences during the 2024–2025 period. It was contended that during this time, Shri Manoj Kumar Mahto obtained the electricity connection on 31.05.2025 by submitting a forged and fabricated General



Power of Attorney (GPA) executed by one Shri Surender Singh Yadav, a person with whom the Appellant has no legal or personal relationship. AR argued that it is an admitted and undisputed fact that the Appellant is the owner of the land measuring 1500 sq. yards, and the granting of an electricity connection to a third party on the Appellant's property without lawful title clearly indicates illegality and regulatory failure on the part of the Respondent. However, the Hon'ble Ombudsman has the power to summon the complete file and original documents for thorough examination and fair resolution of the current matter in accordance with Regulation 63 of DERC (Guidelines for establishment of the Forum and the Ombudsman for redressal of grievances of Electricity Consumers) Regulations, 2024. Reference was also made to Regulation 50 of DERC Supply Code, 2017 by him.

In response to a query by the Advisor (Engineering) regarding the existence of any electricity connection at the property (100 Sq. Yards) prior to the release of the connection in question, AR answered in negative. When further questioned about whether the Discom was informed not to allow any electricity connection to Shri Manoj Kumar Mahto after the land of 100 Sq. Yards given to him, AR stated that the property was licensed to him verbally without any documentation for the purpose of taking care of land rather than for rental alongside his own work. Consequently, no communication was sent to the Respondent in this regard. He further contended that it is a settled principle of law laid down by the Hon'ble Supreme Court that fraud vitiates all acts. If a connection has been obtained by misrepresentation, forgery, or false documents, the same is void ab initio and liable to be disconnected. Furthermore, the Respondent merely claimed that the documents were in order; however, the purported documents have not been placed on record. This clearly indicates a lack of due diligence and illegality in the sanction of the connection. It was also noted that the Appellant had previously lodged a complaint with the vigilance department; however, the investigation into the police complaint remains pending, and AR asserted that an order may soon be approved by the concerned DCP for necessary legal action. Additionally, the Ombudsman emphasized that an electricity connection does not confer any proprietary rights over the property. However, AR further asserted that there is concern that based on the electricity connection obtained through forged and fabricated documents, Shri Manoj Kumar Mahto could illegally sell the property.

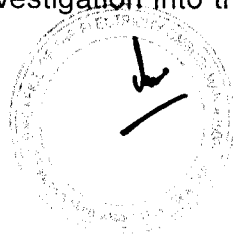
11. In rebuttal, the Advocate representing the Respondent reiterated the arguments that were presented in the written submission to this office. Advocate contended that any grievances regarding the alleged forgery of ownership documents



fall under the jurisdiction of the civil court for verification rather than this court. In response to a query by the Ombudsman regarding the purpose of the temporary connection granted to Shri Manoj Kumar Mahto, the officer present submitted that the structure (room) on the 100 sq. yard plot was already constructed prior to the release of the connection. The Respondent asserted that the temporary connection was issued based on the GPA and identity proof, in compliance with Regulation 10 (2) & 10 (3) of the DERC Supply Code, 2017. Additionally, when questioned about the outcome of the vigilance inquiry, the Respondent reported that according to the ATR, no irregularities were found, and therefore, no vigilance inquiry or investigation was deemed necessary. Reference was also made to paragraph 15 of the CGRF order dated 21.11.2025 by the Advocate. However, the Advisor (Engineering) pointed out that the GPA submitted by Shri Manoj Kumar Mahto does not include the property chain, which should have been specified.

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

- a) Shri Arvind Kumar, the Appellant, purchased a plot of 1500 Sq. Yards in agriculture land via registered Sale Deed out of Khasra No.6/24/2 (2-08) & 16/4 (4-16), situated in revenue estate of village Ranholla on 24.02.2023 from joint owner of the said plot Shri Chiranji Lal & Shri Balbir Singh in consideration of total value of land of Rs.16,57,500/- and the necessary stamp duty was also paid.
- b) The Appellant's son admitted before the Forum that he has constructed a small structure on the ground floor of his agricultural land (100 Sq. Yards), which he has licensed to Shri Manoj Kumar Mahto. However, this structure does not have electricity, as Shri Manoj Kumar Mahto uses it solely for the purpose of storing or stacking kabaar/junk.
- c) The Respondent has submitted a reply along with the ATR of the investigation, indicating that the connection was granted in accordance with the prevailing norms and that all necessary commercial and procedural requirements were met. No irregularities were found, consequently, no vigilance inquiry or investigation was deemed necessary.
- d) Furthermore, the Appellant had previously filed a complaint with the SHO of Police Station Ranholla (Outer District) under LC No.2203 dated 04.07.2025, requesting an investigation into the matter as a case of fraud.



The Respondent also submitted the required documents through their letter no.GM (B)MDK/25-26/3852 dated 10.07.2025 to the concerned Inspector of Police. However, there has been no subsequent update. Thus, it is evident that the case is currently under police investigation concerning forged documents and property ownership.

- e) It has been noted that Shri Manoj Mahto obtained a temporary connection vide CA No.351445330, energized on 31.05.2023, with a sanctioned load of 1 KW. This connection was granted based on an Aadhar Card as identification proof and an unregistered GPA dated 16.07.2024, executed in his favor by Shri Surender Kumar Yadav for a plot of 50 Sq. Yards from Khasra No.6/24/2 & 16/4, located in the revenue estate of village Ranholla. Additionally, the GPA submitted by Shri Manoj Mahto for the 50 Sq. Yards is also part of the aforementioned Khasra, but the sellers in both cases are different.
- f) The relevant extract from the GPA is stated as follows:

“Whereas the Executant/s is/are the sole owner, occupier and in legally possession of Plot Bearing No.1, area measuring 50 Sq. yards, size 15' X 30', total area 150 Sq. yards, out of Khasra No.6/24/2 & 16/4, situated in the Revenue Estate of Village Saffipur, Ranholla, abadi known as Ranholla Extn., Nangloi, New Delhi-110041.”

In the said GPA, there is nowhere mentioned that how Shri Surender Kumar Yadav acquired ownership/occupancy of the said premises.

13. In the light of the above, this court directs to modify the CGRF-BRPL's order as under:

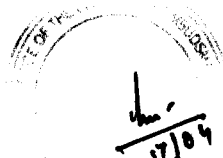
- (i) Respondent will issue a show cause notice to Shri Manoj Kumar Mahto to arrange property chain of Shri Surender Kumar Yadav for establishing his ownership. The notice would be returnable in 15 days.
- (ii) In case property chain establishes ownership of Shri Surender Kumar Yadav, the status quo of connection be maintained. However, in case Shri Manoj Kumar Mahto fails to submit the property chain proving Shri Surender Yadav to be owner of the property, the connection needs to be disconnected.



- (iii) A vigilance enquiry be also instituted to ascertain the lapses and also to identify the officer involved.
- (iv) The outcome of the enquiry/compliance report be shared with this office in 30 days of the issue of this order.

14. 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.



(P.K. Bhardwaj)
Electricity Ombudsman
17.04.2026