

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. 03/2026

(Against the CGRF-TPDDL's order dated 05.02.2026 in CG. No. 138/2025)

IN THE MATTER OF

Shri Sanat Kumar

Vs.

Tata Power Delhi Distribution Limited (TPDDL)

Present:

Appellant: Shri Sanat Kumar alongwith friend, Shri Shambhu Mahto.

Respondent: Shri Jamal Nasir, Sr. Manager, Shri Jagdeep Sangwan, HOD,
& Shri Umesh Sahay, DM, on behalf of the TPDDL

Date of Hearing: 08.04.2026

Date of Order: 09.04.2026

ORDER

1. Appeal No.03/2026 has been filed by Shri Sanat Kumar, R/o Plot No.63, Khasra No.10/18/1, 18/2 & 24, First Floor, Bijapur Extension, Shiv Vihar Colony, Village Budhpur, Delhi - 110036, against the CGRF-TPDDL's order dated 05.02.2026 passed in CG No.138/2025.

2. The background of the case presented before the Forum by the Appellant, in his complaint dated 23.12.2025, stated that he applied for a new domestic connection at the aforementioned premises vide notification no. 2042721254 and provided all necessary documents in accordance with DERC Supply Code, 2017. However, despite an inspection at the site, the collection of the colony layout, and photographs taken by TPDDL officials, no written objection or deficiency was communicated to the Appellant. Instead, a suspension letter was issued without providing any reasons. Subsequently, TPDDL, via email, claimed for the first time



that the applied premises falls under the DDA Land Pooling Scheme, thereby necessitating DDA's NOC, and subsequently cancelled the application. The grounds for DDA NOC/Land Pooling were never mentioned in the suspension letter or communicated earlier, rendering the action contradictory and arbitrary.

The Appellant argued that the refusal of a domestic connection without a written explanation contravenes the DERC Supply Code, 2017, whereas, later introduction of DDA's NOC/Land Pooling grounds constitutes an illegal post-fact justification. He further asserted that he is residing there (Shiv Vihar Colony) for over four years without a domestic electricity connection. Multiple follow ups have gone in vain and whenever he had applied for a domestic connection, TPDDL placed the request on hold or suspended it. TPDDL has also been demanding 50% of the costs for transformer/poles and wiring from the residents, while also insisting on an NOC from DDA. According to the DERC Supply Code, 2017, the installation of transformer pole infrastructure is the responsibility of DISCOM, and such charges cannot be imposed on consumers. Additionally, DDA does not issue NOCs for residential households in land pooling areas. Electricity is an essential service and cannot be denied arbitrarily. Hence, he requested to: (i) set aside the illegal suspension/cancellation of new domestic connection, (ii) direct TPDDL to release the domestic electricity connection in accordance with DERC Supply Code, (iii) grant any other relief.

3. The Discom, in its written submission dated 13.01.2026, presented before the Forum, stated that following the Appellant's application, a site visit was conducted on 25.10.2025. It was noted that the area of the applied site is a new plot cutting area of approximately more than 3000 square meters. The nearest CA No.60029511155 is installed at a distance of approximately 300 meters from the applied site. Furthermore, the applicant incorrectly applied for a ground floor connection, whereas he intended to energize a new connection on the first floor and is ready to submit a declaration to this effect. Consequently, the case was forwarded to the relevant zone to assess the feasibility of the new connection. However, during the site visit, the applicant was not present. Ultimately, on 03.11.2025, the zone provided a report indicating that the area pertains to DDA Land pooling and that further augmentation of the transformer is required. Additionally, DT Space has not been identified, which is also required. Therefore, on 04.11.2025, the request for the new connection was suspended, with intimation to the applicant stating, "AREA IS NOTIFIED UNDER DDA LAND POOLING SCHEME, KINDLY CONTACT DDA FOR NOC" in pursuance of the letter dated 11.03.2025 issued by DDA to Discoms. It was further asserted that the denial of the new connection was not deliberate. Actually, the applied area falls under the DDA Land Pooling Scheme, and obtaining an NOC from DDA is the responsibility



of the applicant/consumer, without which the request for a new connection cannot be processed.

4. The Forum, in its order dated 05.02.2026, directed the Respondent to provide the coordinates of the applied premises to the relevant department of the DDA. Consequently, a letter dated 02.02.2026 received from DDA, was submitted as evidence by the Respondent, in which the concerned authority of the DDA communicated that the specified address falls under the development of Land Pooling Policy. Respondent asserted that the connection cannot be granted to the Appellant based on this communication. Hence, the request of new connection was disallowed by the Forum. However, the Appellant is at liberty to approach the concerned authority of DDA for NOC. If an NOC is successfully obtained, the Appellant may apply afresh for new connection.

5. The Appellant, dissatisfied by the order dated 05.02.2026, passed by the CGRF-TPDDL, has filed this appeal. He has reiterated his stand as previously stated before the CGRF. Furthermore, he contended that he was not afforded any opportunity to present or clarify the DDA Office Order dated 16.10.2024 (F.No.LPCR/F17/002/2023/PLDA/O/Odd(Land Pooling)-Pt(I)/83) which explicitly states that Disoms may issue new electricity connections at their own level without seeking any clarification or NOC from DDA in applicable cases.

The Appellant has challenged the impugned order on the following grounds:

- (i) The Principles of Natural Justice have been violated as the complaint was disposed off in an arbitrary manner without providing any opportunity to present his case, particularly in relation to the binding DDA Office Order dated 16.10.2024.
- (ii) The requirement or directive to obtain a DDA's NOC contradicts the aforementioned DDA order and is, therefore, legally untenable.
- (iii) A technical error on the CGRF/TPDDL portal prevented the online submission of the appeal, further denying the Appellant an effective remedy.
- (iv) The denial of electricity, which is an essential service, contravenes the objectives set forth in the Electricity Act, 2003, as well as the guidelines established by DERC.

The Appellant has prayed following:



- (i) To set-aside the CGRF-TPDDL order dated 05.02.2026 passed in CG No.138/2025.
- (ii) To hold and declare that insistence on obtaining a DDA NOC by the Discom as illegal and contrary to the DDA Office Order dated 16.10.2024.
- (iii) To direct TPDDL to release the new domestic electricity connection at the Appellant's premises without insisting upon any DDA NOC.
- (iv) To pass any other or further order as may be deemed fit in the interest of justice.

6. The Discom, in its written submission dated 05.03.2026 to the appeal, reiterated the facts that had been previously presented to the CGRF-TPDDL. The Discom refuted all the allegations and arguments put forth by the Appellant in the appeal. Regarding the Appellant's contention concerning the DDA's Office Order dated 16.10.2024, the Respondent stated that DDA, in its Order, suppress all prior orders and clarified as follows:

Quote

1. DISCOMS may issue fresh electricity connections suo-moto for constructions within the notified PM-UDAY colonies, lal dora and extended lal dora areas by referring to the list of such areas.
2. For vacant patches of private land completely encircled by PM-UDAY colonies and not situated at the periphery of the boundary of PM-UDAY colonies, the DISCOMS may issue fresh electricity connections suo-moto.
3. Cases where pre-existing permanent electricity connections were surrendered in lieu of reconstruction, renovation or change of ownership, the DISCOMS may issue fresh electricity connections suo-moto.
4. Further, the DISCOMS may follow their existing protocol prior to 26.06.2023 in issuing fresh electricity connections in respect of the following:
 - i. MCD regularized colonies.
 - ii. Plots allotted under 20 points programme.



- iii. Industry/godown situated in non-conforming areas regularized by GNCTD prior to issuance of notification of land pooling regulations.
- iv. JJ clusters where land rights have been given by DDA or any other government agency prior to issuance of notification of land pooling regulations
- v. Government establishments
- vi. Cases where vertical and horizontal extension were added to the existing construction.

Unquote

In the light of above, the Respondent submitted that the Appellant's premises fails to meet the specific criteria for exemption listed in the Office Order. Hence, the connection cannot be released as there are no vertical/horizontal additions and the nearest network is situated 300 meters away. Furthermore, the DDA, vide its letter dated 02.02.2026, has declared that the premises falls under the Land Pooling Policy; therefore, the Appellant was rightly denied for lack of a mandatory NOC from the DDA. The Appellant be directed to provide the NOC from DDA and designated space for installation of a DT to facilitate the release of the connection. The Respondent further refuted the allegation regarding a lack of opportunity, noting that the CGRF conducted hearings for over a month to grant a fair opportunity to both parties before deciding the complaint pending before it.

7. The appeal was admitted and fixed for hearing on 08.04.2026. During the hearing, the Appellant was present with his friend. Respondent (TPDDL) was represented by its authorized representatives. An opportunity was given to both the parties to plead their respective cases at length. Relevant questions were also asked by the Ombudsman as well as the Advisor, Secretary to elicit more information on the issue.

8. During the hearing, the Appellant reiterated the arguments, contentions, and prayers made before the CGRF and in the present appeal. Appellant submitted that he has been seeking release of a domestic electricity connection for the last 4-5 years at his aforesaid premises located in Bijapur Extension, Shiv Vihar. When asked by the Ombudsman regarding the basis for rejection of the application for new connection, the Appellant asserted that the Respondent rejected the application on the grounds that the applied premises falls under the notified area of DDA Land Pooling Scheme, despite the Appellant having highlighted the DDA Office Order dated 16.10.2024. However, his visit to the DDA for an NOC was unsuccessful, as they only referred to the said Office Order.



Appellant was advised to a thorough review of the said Office Order by the Advisor (Engineering). The Appellant was specifically asked to clarify under which category of the said order the premises falls, the Appellant submitted that the area of Shiv Vihar, where the premises is located on agricultural land, falls under Sr. No. vi of the Order, which pertains to "Cases where vertical and horizontal extension were added to the existing construction."

However, the Ombudsman emphasized in detail that the applied premises does not fall under the aforementioned category. Moreover, the DDA has already declared in its letter dated 02.02.2026 that the applied premises falls under the DDA Land Pooling Policy by giving longitude and latitude. Consequently, Appellant admitted this fact. Furthermore, upon being asked whether nearby premises within the Layout Plan of Shiv Vihar Colony, Bijapur, currently have electricity connections, the Appellant answered in the negative. However, the Appellant failed to provide a satisfactory explanation regarding the source of electricity supply to the premises. Appellant contended that his residential house, constructed over an area of approx. 55 sq. yards on agricultural land, is situated at a short distance from a pole from where the electricity connection can be easily provided to him. Regarding the Appellant's allegation of non-cooperation, it was emphasized by the Ombudsman that the concerned officer of TPDDL had already provided the geographical coordinates of the premises to the DDA via a letter dated 21.01.2026 for verification and DDA has already replied vide letter dated 02.02.2026.

9. In rebuttal, the officer representing the Respondent reiterated the arguments that were presented in the written submission to this office. In response to a query by the Ombudsman whether the connection could be sourced from a nearby pole, the Respondent clarified that the pole is 300 metres away from the premises. They pointed out that the colony's layout plan shows no electrified houses nearby the premises and the area is part of a DDA Land Pooling Zone, falls under DDA regulations.

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

- (a) The Appellant's property is situated in Bijapur (Part in Zone P-I), which is included in the List of Villages (23 nos.) out of 105 Urbanized Villages, notified by the Land and Building Department, GNCTD on 16.06.2017.




- (b) Based on the response from the Assistant Director (Land Pooling), DDA dated 02.02.2026, the subject premises falls under the "Development Area of Land Pooling Policy".
- (c) Pursuant to DDA letter dated 02.05.2023, the Respondent (TPDDL) is restricted from issuing new electricity connections to properties booked for unauthorized construction/development.
- (d) While the DDA, vide Office Order dated 16.10.2024, provided certain exemptions for new connections in certain areas, but the Appellant has failed to fulfill any of the conditions required to claim such exemption.
- (e) Section 12(3)(i) of the Delhi Development Act, 1957 stipulates, "where that area is a development area, permission for such development has been obtained in writing from the Authority in accordance with the provisions of this Act".
- (f) It is evidently clear that the Appellant has not fulfilled the exemption criteria, therefore, the request for a new connection cannot be permitted without requisite approval from DDA.

11. In the light of the above, this court directs:

- (i) To uphold the order dated 05.02.2026 of the CGRF-TPDDL.
- (ii) To release the requisite connection subject to completion of commercial formalities and other necessary requirements which includes NOC from DDA.

12. 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
09.04.2026