

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. 10/2026

(Against the CGRF-TPDDL's order dated 09.03.2026 in CG. No. 01/2026)

IN THE MATTER OF

Ms. Ruchi Rana

Vs.

Tata Power Delhi Distribution Limited (TPDDL)

Present:

Appellant: Dr. Binod Kumar Singh, Advocate, on behalf of the Appellant

Respondent: Shri Jamal Nasir, Sr. Manager, Shri Saurav Sharma, Asst. Manager & Shri Jagdeep Sangwan, DM, on behalf of the TPDDL

Date of Hearing: 17.06.2026

Date of Order: 19.06.2026

ORDER

1. Appeal No.10/2026 has been filed by Dr. Ruchi Rana, R/o Plot No.104, Khasra No.45/12, Ground Floor, Near Gauri Mata Mandir Road, Block - 16, Kaushik Enclave, Burari, Delhi - 110084, through Dr. Binod Kumar Singh, advocate, against the CGRF-TPDDL's order dated 09.03.2026 passed in CG No.01/2026.

2. The background of the case presented before the Forum by the Appellant was that she applied for a new electricity connection (domestic category of 2 KW) at the ground floor of the aforesaid premises vide notification no.002042733651 dated 25.10.2025. She claimed that despite fulfilling all necessary formalities, the



Respondent deliberately rejected her application with a reason, "EHV line clearance (Horizontal / Vertical) is not available at site". She contended that her premises fully comply with the safety measures and clearance rules prescribed under the CEA Safety Regulations, 2023, and the DERC Supply Code, 2017. Relevant site photographs were placed on record that show the EHV lines actually pass over a 60-foot-wide road next to the adjacent plot. Additionally, she argued that the Respondent was bound under DERC regulations to point out the deficiencies at the same time during the initial site visit rather than raising them in piecemeal. Consequently, the Appellant requested the Forum to direct the Respondent to immediately release the applied domestic electricity connection and award compensation of Rs. 1,00,000/- (Rs.15,000/- to cover wall construction costs, Rs.20,000/- as alternative arrangement expenses, Rs.50,000/- as compensation for undue harassment & cost of Rs.15,000/- of the present complaint).

3. The Respondent asserted in its written submission that the electricity connection was rejected because a 220 KV Extra High Voltage (EHV) line crosses directly over the 23 sq. yard property, violating the safe distance rules under Clauses 63 and 65 of the CEA Safety Regulations, 2023 and Regulation 11(2)(iv) of the DERC Supply Code, 2017. Furthermore, as per direction of the Forum, a subsequent joint site inspection conducted on 28.01.2026, confirmed that while the applicant had closed the ground-floor interconnection, but safety hazard still remains on the first floor where an interconnection still existed via a wooden door which found locked but non-permanently closed with other remaining. The inspection report and photographs revealed that statutory horizontal clearance of existing EHV (220 KV) line from applied premises (23 sq. Yards) was maintained which is 9.2 meters from nearest corner point/outer wall but not maintained from remaining portion as EHV was approx. 1.5 meters & 1.9 meters from nearest two points/corners.

5. The Forum, in its order dated 09.03.2026, observed that the Appellant had fulfilled the requirements by closing the door and installing a window at the site, as per requirements. Consequently, the Respondent released the electricity connection on



26.02.2026, thereby resolving the Appellant's main grievance. Regarding the Appellant's claim for compensation due to an inordinate delay of 105 days, the Forum opined that the delay could not be attributed to the Respondent, as the mandatory statutory clearances under the CEA Safety Regulations were initially not available at the site. The Respondent released the connection immediately after the necessary formalities were completed and the first-floor interconnection was closed to comply with safety regulations. Therefore, the Forum concluded that there was no delay on the part of the Respondent and, accordingly, held that the claim for compensation was not tenable.

Further, it will be obligatory on the part of the Appellant to ensure that statutory clearance as per provisions of Regulations are always maintained and she will not extend electricity supply to interconnected portion (recently closed) of the premises. The Respondent was directed to take action including disconnection of supply in case of violation, if any.

6. The Appellant, dissatisfied with the order dated 09.03.2026 passed by the CGRF-TPDDL, has filed this appeal through advocate, Dr. Binod Kumar Singh, reiterating her previous stand specifically on the ground of compensation before the Forum. She has argued based on the following specific grounds:

- (i) The final order contains extra-legal directions stating "it will be obligatory... in case of violation, if any," which creates a new grievance that should be expunged. These directions cause a jurisdictional conflict with Sections 126 and 127 of the Electricity Act, are premature, lack a cause of action, and violate the Principles of Natural Justice, especially since the Electricity Act and the Supply Code already establish a due process for handling the unauthorized use of electricity.
- (ii) The Hon'ble Supreme Court has ruled that delegated legislation should not travel beyond the purview of its parent Act. If it does, it is ultra vires



and cannot be given any effect. Rules, regulations or directions cannot be made to supplant the provisions of the enabling Act.

- (iii) The denial of claim of compensation of Rs.1,00,000/- on account of inordinate delay of 105 days and undue harassment caused to her is unwarranted and directly violates the mandatory provisions under Regulations 11(1)(iv), 11(2)(iv), and 11(2)(v) of the DERC Supply Code, 2017.
- (iv) The Respondent failed to supply the offline or online records, files, official notings, and inspection reports relating to the first and second site inspections carried out at the applied premises.

The Appellant has prayed as under:

- (i) To expunge the directions issued in the impugned order dated 09.03.2026 by the Forum, as stated above in point 6 (i).
- (ii) To award an exemplary amount of compensation for an inordinate delay of 105 days as against stipulated period of 07 days in providing connection and for undue harassment as also an expenditure of Rs.15,000/- incurred by the Appellant in compliance of the advice of the Respondent for which they are vicariously liable.
- (iii) To supply to the Appellant the certified copies of all online/offline records, reports, documents and file notings etc. relating to 1st and 2nd site inspections carried out at the applied premises by the Respondent.
- (iv) To pass any other Order in favour of the Appellant and against the Respondent in the interest of justice.



7. The Respondent, in its written submission to the appeal, reiterated the facts that had been previously presented to the CGRF-TPDDL, contention with respect to safety concern and prayer made in the written submission. Respondent refuted all the allegations and arguments put forth by the Appellant in the appeal. The Respondent stated that the Appellant's request was kept on hold for safety reasons. They are legally bound to maintain statutory safety compliance. The connection was applied on 25.10.2025. However, the application could not be processed within the stipulated period. This was due to the applicant's failure to comply with mandatory statutory safety requirements. Specifically, the premises violated the prescribed horizontal and vertical clearance from a 220 KV EHV line. Therefore, the delay in releasing the connection was solely the fault of the Appellant. The Appellant initially failed to rectify these safety hazards. The Respondent also submitted that the primary grievance regarding the release of the new domestic connection has now been resolved. The connection was energized on 26.02.2026 after the Appellant finally complied with safety requirements by closing an unauthorized interconnection. Regarding the Appellant's claim for Rs. 1,00,000/- as compensation, the Respondent submitted that they cannot be held liable for the costs a consumer incurs to make their own premises safe. There was no undue harassment caused to her. The rejection of the connection was a mandatory statutory duty under Regulation 11(2)(iv) of the DERC Supply Code, 2017.

8. The Appellant, in her rejoinder, reiterated her stand as stated above.

9. The appeal was admitted and fixed for hearing on 17.06.2026. During the hearing, both parties were represented by their 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, Secretary and Advisor, (Engineering) to elicit more information on the issue.

10. During the hearing, the Appellant reiterated the arguments, claims, and requests presented before the CGRF, in the appeal and in the rejoinder. The




Appellant asserted that the directives in the Forum's order are excessive and should be expunged. He also requested compensation due to the alleged delay of 105 days in the release of the electricity connection and referenced the documents and inspection reports that have already been submitted. He stated that, following the advice of the Respondent's officials, the rear access/gate connecting the adjacent section had been closed and a window was installed in its place, after which the connection was granted. However, he admitted that the ground floor of the property is linked to the other portion of the property.

11. In rebuttal, the officer representing the Respondent reiterated the arguments that were presented in the written submission to this office and the CGRF. During hearing, the Respondent presented various documents, including both old and recent photographs of the premises, a pen drive containing video footage of the applied premises, the application form for a new connection submitted by the Appellant, and the General Power of Attorney (GPA) along with the authorization certificate submitted by the Appellant. These documents were taken on record. The Respondent stated that an authority certificate dated 20.10.2025 had been provided by the Appellant concerning the premises registered under the name of Dhanvantri, and that the front and rear sections of the property were interconnected. The Respondent also submitted that during a recent inspection, it was found that an opening door, which had previously been closed by converting it in window following the CGRF proceedings, had been reopened as a door, thus restoring access between the two sections of the property, allegedly in violation of the CGRF order. They argued that although the gate/interconnection had been closed earlier, it had been reopened and connected to the adjacent portion of the property.

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

- (i) The Appellant has approached this court with two primary prayers, (a) specific findings or remarks from the final order dated 09.03.2026 be expunged, which is as under:-



It will be obligatory on part of complainant to ensure that statutory clearance as per provisions of Regulations are always maintained and she will not extend electricity supply to interconnected portion (recently closed) of the premises & respondent is directed to take action including disconnection of supply in case of violation, if any. (b) to seek an exemplary compensation amount covering a period of 105 days against standard period of 7 days prescribed under the regulations.

- (ii) During the hearing, the Respondent revealed that they conducted a recent site visit at the premises. The visit revealed that a closed door, which had previously been converted into a window, was re-converted back into an open door by the Appellant. The Respondent contended that this physical alteration directly violates the directives of the Forum's order.
- (iii) Concerning the demand of compensation, it is observed that the operational delay in this matter cannot be assigned to a single party. The responsibility for the delay is jointly attributed to both the Appellant and the Respondent.
- (iv) Indian Electricity (Amendment) Act 2007 Date 28.05.2007 at 11(5)(v) in Section 126 states that "For the premises or areas other than those for which the supply of electricity was authorized" are covered in 126.
- (v) DERC/Guidelines for establishment of the Forum and the Ombudsman for redressal of grievances of Electricity Consumers) Regulations, 2024 clearly stipulated that followings are out of ambit of forum:-

- a. Unauthorized use of electricity as provided under Section 126 of the Act;

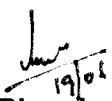


- b. Offences and penalties as provided under Sections 135 to 141 and 150 of the Act.
- (vi) Compensation and other monetary reliefs are not tenable.

13. In the light of the above, this court directs to modify the CGRF's order as under:
- (i) The part of order, as prayed by the Appellant & detailed in part 12(a) is expunged.
 - (ii) The connection released in the premises on dated 26.02.2026, needs to be reviewed.

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
19.06.2026