

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: 31/2025

(Against the CGRF-BRPL's order dated 09.05.2025 in C.G. No.19, 20 & 23/2025)

IN THE MATTER OF

Ms. Rita Tiwari

vs.

BSES Rajdhani Power Limited

Present:

Appellant: Shri Dheeraj Tiwari, son, on behalf of the Appellant.

Respondent: Shri Sandeep Chauhan, AS-VP, Shri Dheeraj Koul, GM (B),
Shri Philips Babu, GM (O & M), Shri Sudarshan Bhattacharjee,
DGM & Shri Shreyek Gupta, Advocate on behalf of the BRPL/Discom.

Date of Hearing: 15.10.2025

Date of Order: 16.10.2025

ORDER

1. Appeal No.31/2025 dated 12.06.2025 has been filed by Ms. Rita Tiwari, R/o K-5, Plot No.83 & 84, Mohan Garden, Uttam Nagar, Delhi - 110059, against the Consumer Grievance Redressal Forum – BSES Rajdhani Power Limited (CGRF-BRPL)'s order dated 09.05.2025 passed in C.G. No. 19, 20 & 23/2025. Originally, three separate complaints were filed by the Appellant before the CGRF against the rejection of her applications for new connections by the Respondent, applied for the first, second, and third floors, which were registered under CG No.19/2025, 20/2025 and 23/2025, respectively. Due to the similarities in the cases, apart from the different floors, the CGRF merged all three cases and issued a single order.



2. The background of the case before the Forum was that she had applied for three electricity connections (domestic category of 1 KW) for the first, second and third floors of the aforementioned premises on multiple occasions. She contended that the Respondent denied her requests for new connections on the grounds that system augmentation is required in the electrified area, in accordance with Clause 11.4 (ii) (c) (ii-iii) of the DERC Supply Code, 2017. Whereas, the augmentation of the distribution transformer (DT) is under review, and once the necessary requirements are fulfilled, she would need to reapply for the connections. This was conveyed to the Appellant vide deficiency letter dated 13.01.2025.

3. In rebuttal, the Respondent submitted before the Forum that according to the loading report of March 2023, it was determined that the existing related RP Memorial Sukh Ram Mohan Garden of 1000 KVA distribution transformer/sub-station, supplying electricity to the residents of K-5 Mohan Garden, was overloaded beyond its rated capacity. This had lead to an urgent need for infrastructure expansion and the establishment of a new sub-station to ensure an uninterrupted power supply in the K-5 Mohan Garden area, in accordance with applicable safety regulations. However, efforts were made to expand the sub-station by obtaining new space near another switching location, where a Ring Main Unit (RMU) was installed, but gone in vain due to resistance of local residents, despite numerous follow-ups with them and the concerned MLA in this regard. As a result, on 11.04.2023, an email was sent to the business department requesting a hold on the release of new connections from the overloaded RP Memorial Sukh Ram 1000 KVA distribution transformer/sub-station, until the necessary space for augmentation is made available. Accordingly, consumers who applied for new connections were informed through a letter dated 10.10.2024, about the requirement to provide space of 3/5 meters for installation of new transformer from the area developer. Regarding the Appellant's assertion of connection CA No.154047681 already installed in the name of Ms. Rita Tiwari (non-domestic of 1 KW), the Respondent stated that it was released on 21.02.2023, prior to April 2024, when all requests for new connections were put on hold.

Additionally, the developments / action taken by the Respondent since December, 2022 are placed on record. Respondent emphasized that the existing 630 KVA transformer that was operating at 96% of rated capacity was augmented with 1000 KVA under the provisions of Scheme No.VP20UT4022. During November-2022, the load of the augmented transformer (1000 KVA) had reached 80% of its full capacity. Hence, since December-2022, consistent efforts were made by the Respondent for infrastructure expansion, interaction with local and Government



Authorities in compliance with public safety and regulatory requirements. This included follow-ups through interactions with local public representatives and the concerned MLA Vikaspuri, as well as through letters dated 14.10.2024, 14.02.2025. Furthermore, interaction with road-owning agencies (I & FC), vide letters dated 15.09.2023, 07.02.2024 and 13.02.2025, were conducted to arrange additional space for the installation of a new 11 KV sub-station in K-5 Mohan Garden. Hence, the Respondent emphasized that sincere efforts to find suitable space for the expansion of an additional electric sub-station in the specified area have been made over a period of time. However, these efforts have been obstructed due to various factors, including local public resistance at site and space limitations. Furthermore, a complaint has already been lodged before DERC by nearby residents regarding the removal of the existing sub-station. The Respondent contended that they will only be able to provide new electricity connections, including those that have been applied for, after the capacity has been increased.

4. The Forum examined all the relevant supporting documents submitted by the Respondent in response to the developments, efforts, and actions initiated upon electrical load reaching 70% in the existing Distribution Transformer (DT). However, the CGRF noted the Respondent's casual approach, repeatedly highlighting deficiencies to the Complainant instead of providing a tentative date for capacity augmentation. This situation resulted in undue harassment to the complainant. The Forum questioned how the responsibility for arranging space for a sub-station or installing a transformer could be placed on the applicant, given that her plot size does not exceed the permissible criteria specified in the DERC Supply Code, 2017, which is necessary for providing space for a distribution transformer. This led to further undue harassment to her. The Respondent failed to provide a concrete action plan as required by Regulation 11 (4) (ii) (b) & (c) of the DERC Supply Code, 2017.

The Forum directed the Respondent to enhance the transformer capacity serving the locality of the Complainant (K-5 Mohan Garden Area) in accordance with the prevailing provisions. Thereafter, the three connections applied for by the Complainant be released, upon completion of commercial formalities, without the need for submitting either test reports or arranging space for erecting a Distribution Transformer/Sub-station, as claimed by the Respondent, within 21 days from the date of capacity augmentation. The cases were resolved, and all three verdicts of the ICGRC dated 20.02.2025 were set aside accordingly.

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5. Being aggrieved by the above said order, the Appellant has filed this appeal, reiterating the submissions placed before the Forum. She asserted that the applied premises was purchased on 12.09.2022 via Sale Deed. Despite her diligent efforts, the Respondent denied her requests for new connections due to the overload in the existing Distribution Transformer (DT) that services the K-5 Mohan Garden area.

The Appellant prayed to direct the Respondent for releasing all the three DX connections at the first, Second and third floor, considering the electricity is necessity of life.

6. The Discom, in its written submission dated 29.08.2025, reiterated the facts placed before the Forum. In line with Forum's direction, BRPL had communicated, vide letters dated 13.05.2025, 13.06.2025 and 16.06.2025, with local officials/MLA (Vikaspuri) for the provisions of land for sub-station/transformer. In addition, the Respondent has been exploring the feasibility of erecting new sub-station inside the parking area of the private buildings. This way they have been able to manage to procure one site in the concerned colony inside the stilt parking area of a private building and one more in the vicinity is under process. Accordingly, two sites have been secured with the following details:

- A. Site 1: Owner - Shri Nikunj Gupta and Shri Ridham Gupta - Plot No.31, Kh. No.43/10/2 and 10/3/2, K – 5 Mohan Garden, Uttam Nagar, New Delhi – 110059. Fencing has been installed as is evident from the placed photographs – Scheme Framed – VP25SS4053 for electrification and processed further.
- B. Site – 2: Owner - Shri Himanshu Gupta – Plot No.64 & 65, K-5, Mohan Garden. Site visited by – Div. Chief, DH (O & M), DH (B), SDO in the presence of the owner on 09.06.2025. Handing over/taking over documents are awaited from the builder. As soon as the space is transferred to BRPL, one more electrification scheme will be processed for further releasing of new connection of the subject cited applicant..

As and when both stations are operational, Respondent would be able to release the new pending connections after redistribution the load from the existing overloaded DT.



7. The appeal was admitted and fixed for hearing on 15.10.2025. During the hearing, both the parties were present along with their representatives/advocates. An opportunity was given to both the parties to plead their respective cases at length and relevant questions were asked by Ombudsman, Advisor and Secretary, to elicit more information on the issue.

8. During the hearing, the son of the Appellant reaffirmed the prayer made in the appeal.

9. In response to a query by the Ombudsman regarding the inordinate delay in the release of the applied electricity connection, the Respondent reiterated its written submission and highlighted the sincere efforts made from a long time. Additionally, the Respondent stated that a Scheme of Rs.60/- lakhs had already been prepared and submitted to the DERC for approval. Upon its approval, and after the completion of the necessary infrastructure expansion, Respondent would be in a position to release the requested connections, including around 200 other pending electricity connections that had been put on hold since April 2024 in this area. Besides that, the previous attempt to finalize a site in that area was unsuccessful due to a resident who filed a complaint against the Respondent in the Court and obtained a stay order. Therefore, the primary reason for the inordinate delay is that local residents are reluctant to provide the necessary space for infrastructure expansion. However, currently, they are trying to resolve the issue by constructing a new transformer/sub-station within the private buildings as outlined in the written submission. When the Ombudsman further asked about the specific date, either after implementing the Scheme or else, under which the requisite connections could be released to the Appellant, the Respondent could not provide an exact date & time and reaffirmed its inability as stated in the previous assertions. However, the Advisor (Engineering) drew attention to the fact that the Respondent had not brought the matter before the Department of Power at any stage with the concerned authorities to resolve the issue.

During the hearing, the Ombudsman observed that the Respondent should have addressed the matter of infrastructure expansion expeditiously with the concerned authorities upon reaching 70% of the existing transformer/sub-station of its rated capacity. Apart from that, a lack of due diligence was observed, as the Respondent released new connections despite transformer overloading reaching to the tune of 176.09% during June 2024. However, the Respondent could not provide convincing reply in this regard.



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

- (i) The core grievance in appeal is that Ms. Rita Tiwari had applied three electricity connections of 1 KW for the first, Second and Third Floor at K-5, Plot No.83 – 84, Mohan Garden, Uttam Nagar, for residential purposes, vide request Nos.8007398198, 8007398205 & 8007399725. However, the request for applied connections were rejected by serving deficiency letter dated 13.01.2025 citing the reason of augmentation of transformer.
- (ii) Discom, in its response, before the CGRF, quoting that, “the related RP Memorial Sukh Ram Mohan Garden 990 KVA DT/sub-station, which is feeding to K-5, Mohan Garden, is overloaded to the tune of 171.2% on 24.05.2024 & 176.09 % on 24.06.2024 i.e. on two occasions & even there is a space scarcity for enhancement of capacity of DT, with copy of letter sent to the area MLA (Vikaspuri) dated 14.10.2024 that R P Memorial Sukh Ram Mohan Garden transformer is overloaded from November-2022, due to which new connections are not being released in these areas and requested to arrange space for installation of new transformer/sub-station.
- (iii) It is observed that the Discom had placed on record copies of letters which were sent by them to the concerned MLA & land owning agency I & FC, Govt. of Delhi, on various dates for arranging the space for installation of new transformer. A review of records stated that in November-2022, existing DT of 990 KVA/1000 KVA was 80% overloaded.
- (iv) Discom took initiative by sending letters to land owning agency I & FC dated 15.09.2023, followed by 07.02.2024, 13.02.2025 & area MLA dated 10.10.2024, 13.05.2025 & 16.06.2025 for arranging space for installation of new transformer/sub-station.
- (v) Discom, in its written submission dated 29.08.2025, before this court submitted that BRPL has been able to manage to procure one site in stilt parking area of said colony at Plot No.31, Kh. No.43/10/2 & 10/3/2, K-5, Mohan Garden, where space has been acquired, fencing has been done and electrification Scheme No. VP25SS4053 is under process. Further, another site at Plot No.64 & 65, K-5, Mohan Garden space, handing over /



taking over (HO/TO) is awaited and when both new transformers will be energized, load of overloaded DT will be shared and new connection will be released.

- (vi) In view of the above, it is apparent that the concerned DGM-O & M was pursuing the space issue with MLA & Land Owning agency. However, it could be more effective, if the matter would have been taken up via Power Secretary, Govt. of Delhi, at follow up stage.
- (vii) Discom has already confirmed in the Forum that there is no space for augmentation of existing 990 KVA, R P Memorial Sukh Ram Mohan Garden transformer. Thus, the order of the CGRF to augment transformer would not be executable and electrification Scheme No.VP25SS4053 for installation of new transformer is in process and the other site is waited for HO/TO.
- (viii) Regulation 11 (4) (ii) (c) of DERC Supply Code, 2017 which states that where new DT is required, the new connection should be released within four months from the date of receipt of payment against demand note (however, now, demand note are not issued).

11. In the light of the above, Forum order is modified and this court directs as under:

- (i) All connections should be energized within 07 days after commissioning of Transformer at the proposed location OR within 120 days of this order, whichever is earlier. Respondent is directed to follow it up with DERC for expeditious approval of the Scheme submitted by them.
- (ii) No fresh applications/requests be sought and earlier request nos. be considered.
- (iii) In case, the connections are not energized within above given time line, the compensation will be given to the Appellant in her first bill(s), presuming Demand Note(s) getting issued on the date of the order. This is as per Sr. No.2 (ii) of Schedule – I of the regulations, till the energization of connections.



12. 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
16.10.2025