

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. 32/2025

(Against the CGRF-BRPL's order dated 26.05.2025 in CG No. 26/2025)

IN THE MATTER OF

Shri Gurmeet Singh

Vs.

BSES Rajdhani Power Limited

Present:

Appellant: Shri Gurmeet Singh

Respondent: Shri Rakesh Gupta & Shri Lalit Mulchriya (Div. ALN)
and Shri Shreyek Gupta, Advocate, on behalf of BRPL

Date of Hearing: 17.09.2025

Date of Order: 18.09.2025

ORDER

1. Appeal No. 32/2025 dated 24.06.2025 has been filed by Shri Gurmeet Singh, R/o 1182, First Floor, Gali No. 13, Govindpuri, Kalkaji, New Delhi - 110019, against the Consumer Grievance Redressal Forum – BSES Rajdhani Power Limited (CGRF-BRPL)'s order dated 26.05.2025 in CG No: 26/2025.

2. The background of the case is that the Appellant filed a complaint before the Discom stating that a commercial meter bearing CA No. 101705820 has been installed at his shop at No. 268-B/4, Ground Floor, Govindpuri, New Delhi - 110019, registered in his name, since 1998. Shri Joginder Singh (the brother of the Appellant) is unlawfully occupying the above said shop despite the fact that his case is pending before the Delhi High Court. The Appellant submitted that during the pendency of the

A handwritten signature in black ink is written over a circular official stamp. The signature appears to be 'L. Singh' or similar. The stamp is mostly illegible but seems to contain some text around the perimeter.

matter Shri Joginder Singh has illegally constructed a residential floor over the shop, and using supply from existing meter for his residence. The Appellant reiterated for taking legal action against Shri Joginder Singh & others, alleging that in collusion with the BSES-BRPL's officials, Discom has shifted the subject meter from inside the shop to its outside wall without his knowledge and intimation. In response, the Discom through their letter dated 07.03.2025, informed the Appellant that (a) as per their records the subject meter has not been as shifted. Still the meter is currently located outside the premises/shop. If, the Appellant have any evidence supporting the claim of the meter's shifting, to assist the Discom in resolving the matter in accordance with the applicable procedures (b) during a site inspection carried out by the Discom, it was observed that the non-domestic category connection (CA No. 101705820) at the shop/premises in question, is being used to supply electricity to both the first floor and ground floor of the building in question. The meter was originally sanctioned solely for the ground floor shop, which constitutes a violation of the terms of electricity supply agreement. Consequently, the Discom issued a formal notice dated 06.03.2025 for 'Unauthorized Use of Meter - CA No. 101705820' instructing to take corrective action to restore the electricity supply of the meter to its authorized location, i.e. ground floor shop within 7 days from the receipt of the notice.

3. The Appellant vide his letter dated 11.03.2025 submitted two screen shots' printouts dated 06.02.2019 and 23.12.2024. The first image shows that there is no meter on the outside wall, the second image shows there is a meter installed on the wall above the right side of the shutter at the Shop No. 268-B/4, Ground Floor, Govindpuri, New Delhi. The Appellant again reiterated his requests to register an FIR against Shri Joginder Singh and the Discom's concerned officials.

4. When no satisfactory reply was received from the Discom, the Appellant filed a complaint before the CGRF, contending that the ICGRC-BRPL has not provided categorical reply to his complaints for (i) illegal meter shifting and (ii) unauthorized use of electricity. The Appellant requested the Forum, to take appropriate legal action on his complaint and also against the responsible officials.

5. The Discom, in their e-mail dated 16.04.2025, informed the Forum that the unauthorized shifting of the meter was allegedly based on certain photographs. However, no verifiable documentary evidence or authenticated photographs have been provided. The present location of the meter is on the outer wall of the same premises, adhering to standard safety norms and accessibility as per prevailing regulations. In this regard, the Discom cited letter Nos: F.6/DFS/MS/2019/5569 & F.6/DFS/MS/2023/1257 dated 13.09.2019 & 16.06.2023, from the Delhi Fire Service



(DFS) Department's respectively. Regarding legal action against the illegal misuse of electricity, enforcement action for unauthorized extension of supply duly initiated and a copy of their enforcement bill dated 25.03.2025 for Rs.83,658.94 has been submitted. If the Appellant voluntarily desire to surrender the electricity connection to prevent any potential misuse or unauthorized usage from the meter, the Discom is ready to process such a request in accordance with standard procedure. The detail of the meter change history is as under, as shown to the Forum:

<u>Meter No.</u>	<u>Date of Installation/ Meter Change</u>
9803541D1	03.03.1998
14014205	27.08.2008
60083477	01.01.2018

6. The CGRF-BRPL, in its order dated 26.05.2025, observed that the complainant Shri Gurmeet Singh, has filed an eviction suit against Shri Sewa Singh (father of the Appellant), after Shri Sewa Singh's death, an amendment application has been filed for incorporation of legal representative i.e. Shri Joginder Singh. Regarding the unauthorized extension of electricity connection on the first floor, which was allegedly done in connivance with the occupant, Shri Joginder Singh, and Meter Reader of the Discom, a Civil Suit was registered in 2006. This led the Forum to infer that the Respondent was fully aware of the fact of Unauthorized Extension of Energy (UEE) on the first floor from the said connection since 23.12.2024 and served a notice on 06.03.2025, followed by raising an enforcement bill dated 03.04.2025 for the period from 26.03.2024 to 25.03.2025. The Forum finds no substance in the claims regarding the illegal shifting of the meter and Unauthorized Extension of Energy (UEE) under Section 126 of the Electricity Act, 2003, and stated the Forum is not empowered to adjudicate upon this matter. Nevertheless, the Forum directed the Discom to conduct an investigation into the allegation of the complainant regarding the connivance between the occupant, Shri Joginder Singh and the Meter Readers concerning the unauthorized use of electricity, and disposed of the case.

7. The Appellant, dissatisfied by the order dated 26.05.2025, passed by CGRF-BRPL, has filed this appeal on the following grounds:

- (i) The BRPL has categorically denied any claims regarding the shifting of meter in its earlier three replies dated 07.03.2025, 16.04.2025 and 01.05.2025, including the ICGRC-BRPL's reply stating that as per the Discom's records, the meter in question has not been shifted/relocated.



However, on 14.05.2025, the Discom presented a 'job-sheet' dated 01.01.2018 bearing Serial No. 1670032 with remarks that the "meter was located/installed inside at entrance". As the case being of old period, therefore, the Forum permits approbate and reprobate by the Discom.

- (ii) While, the Discom admitted that the meter was shifted/relocated as part of the LR/DT cleaning activities, they have failed to file/discard any date of meter shifting nor have they filed any meter shifting order/job sheet, as documentary evidences of legal shifting of the meter on record.
- (iii) The Forum dismissed the case on the Discom's plea that no records available, while no such document/notification has been placed on record by the Discom that all records prior to this date would now be treated as old records, which do not require to be preserved/maintained by the Discom.
- (iv) According to the Electricity Meter Connection Agreement between the parties, i.e. Registered Consumer and BRPL, the meter cannot be shifted without the consent of the registered consumer. It was mandatory to issue notice to the registered consumer prior to the meter's shifting, whereas no such consent letter/notice has been placed on record by the Discom.
- (v) The Discom has not filed on record any document/notification/circular to show that the LR/DT activities give the Discom unrestricted power to shift the electricity meter without the consent or notice to the registered consumer. The DFS's notices dated 13.09.2019 and 16.03.2023, are more than five and one years old respectively, whereas the meter was shifted on a later date by the Discom and, neither has any date nor any meter shifting order/job sheet.
- (vi) The photograph of the last actual location of the meter was inside the shop, taken by the Discom on 01.01.2018, neither has it been placed on record by the Discom nor was the Forum asked to the Discom to record the same.
- (vii) The Forum has overlooked the evidence of illegal meter shifting specifically photographs taken on two different dates, outside the shop



with their meter data from images which were submitted by the Appellant to the Forum on 16.03.2025.

- (viii) The Discom possess records that are over 27 years' old record, including the installation of electricity meter No. 9803541D1 dated 03.03.1998 as well as the first & second meterchange numbers and the job-sheet of the meter change dated 01.01.2018. Therefore, the plea of the Discom that records pertain to an old period, as such, are not available is neither maintainable nor sustainable. It is the clear case of illegally meter shifting.

The Appellant's prayer is for:

- (a) The set-aside the CGRF-BRPL's order dated 26.05.2025.
- (b) To register an immediate FIR against Shri Joginder Singh, Meter Reader along with other Officials of the Discom involved in the illegal shifting of meter.
- (c) BRPL's higher Authorities or Vigilance Department to investigate the matter against the Meter Reader and other officials, who were involved in illegal meter shifting and/or negligence in their duty.
- (d) Pass any other relief, which deemed just fit and proper.

8. The Discom, in its written submission dated 29.07.2025 to the appeal, reiterated the facts placed as before the CGRF-BRPL. In addition, the Discom submitted that the present appeal and the complaints, in general have been filed since the Appellant is having a property dispute with the current occupant of the premises. It is only for this reason that the Appellant is seeking disconnection of the electricity supply at the premises, claiming that such action is warranted in light of the alleged illegal shifting/relocating of the meter. There are no regulations associated with electricity distribution that mandate any such action, even in cases where illegal meter shifting is established. The meter, in question, is installed at the right location, and no action is required in this regard. With regard to the Appellant's request for the registration of FIR, the Discom submits that no offense necessitating such action has occurred as on date. Furthermore, if the Appellant is certain that any act necessitating the registration of an FIR has been committed, he is at liberty to approach the police directly and does not need a third party to do so. Moreover, the



Discom submitted that these submissions are made without prejudice to the Discom's right to pursue the matter of unauthorized electricity usage.

9. The appeal was admitted and fixed for hearing on 17.09.2025. During the hearing, the Appellant was present in person and the 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, Advisor and Secretary, to elicit more information on the issue.

10. During the hearing, the Appellant reaffirmed the arguments and prayer in the appeal. He asserted the contentious matter of illegal meter shifting by the occupant without his consent. However, he was apprised by the Ombudsman that his prayer of filing an FIR falls outside the Ombudsman's jurisdiction, and he must seek assistance from the relevant authority. Apart from that regarding the allegation of illegal meter shifting, a vigilance enquiry should be conducted against the responsible officials/staff.

11. In rebuttal, the Advocate representing the Respondent reiterated the written submission. In response to a query by the Ombudsman regarding the availability of documents to support the Loss Reduction (LR)/Distribution Transformer (DT) cleaning activities conducted in the area over the last ten years, no satisfactory response was provided. He admitted the fact of shifting the meter from the inside to the outside wall on the basis of available document, specifically the Field Service Request Execution Job Slip dated 01.01.2018, which marks the meter's location inside and has already been presented before the CGRF. The Respondent regularly conducts meter shifting as part of LR/DT cleaning activities in accordance with the DERC and Delhi Fire Service Guidelines. Nevertheless, the job sheet or shifting order for the specific meter is not traceable to verify the exact date of the meter shifting under the LR / DT cleaning activities. However, he contended that the Appellant's assertion of illegal shifting is unsupported, frivolous and urged consideration of his motives behind the baseless prayer, as detailed in the written submission.

12. During the hearing, the Advisor (Engineering) stated that it is clear that the Respondent has carried out LR/DT cleaning activities, and the shifting of the meter, in question, might have taken place during a mass drive. Under these activities, Discoms are obligated to send a formal notice or official notification to RWA/ consumers. The method of communication includes SMS, email, or physical notices and planned shutdown (PSD) and its confirmation should be available on Discom's



website. However, in this case, the Discom failed to submit any documentary evidence.

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

- a) The Appellant filed complaint to the Discom for filing a FIR and punitive action against Shri Joginder Singh along with Meter Reader and other officials, for illegally shifting of meter (CA No. 101705820) without his consent or prior notice in this effect.
- b) Electricity is being used unauthorizedly for the first floor which was constructed unauthorizedly by Shri Joginder Singh, present occupant of the premises/shop. A civil suit has already been pending to vacate the said shop before the High Court of Delhi for adjudication (Appeal No. 525/2006).
- c) In the present case, the Appellant, a Registered Consumer of the connection, in question, had never made any request to the Respondent for shifting of electricity meter.
- d) As per Discom's submission, the shifting order in the system is not available and the case file is not traceable from the record, being the case pertaining to old period, and assuming that the meter shifting may be carried out during LR/DT cleaning activities.
- e) The Discom took reliance upon the Delhi Fire Department letters dated 20.12.2019 together with DERC's Notification No. F/17(85)/Engg./DERC/15-16/5109 dated 01.09.2017, under Regulation 25 (Procedure for shifting of meter within the premises of the consumer) Gazette Notification No. 886 dated 24.02.2021 under Clause 8.5.2(d) of UBBL of Delhi, 2016.
- f) UUE Case booked on 25.03.2025 in the name of the registered consumer, Shri Gurmeet Singh and in the user name Shri Joginder Singh, shows that Shri Joginder Singh is an occupant of House No: 268B-4, Ground Floor Shop, Govind Puri, New Delhi.
- g) Lastly meter was replaced on 01.01.2018, in which 'Meter Changing Report' (MCR) was prepared duly signed by Shri Joginder Singh and


18/12

Discom's representative. It also shows that property in question is in occupancy/ possession of Shri Joginder Singh.

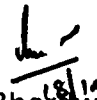
- h) The Appellant's prayers are not supported by DERC Regulation, 2017 and Indian Electricity Act, 2003.

14. In the light of the above, this court directs as under:

- (i) The order passed by the CGRF-BRPL dated 26.05.2025 is partly upheld.
- (ii) Appellant may move to lodge necessary complaint with the relevant authorities under the Sections of Bharatiya Nyaya Sanhita.
- (iii) To initiate a vigilance enquiry by the Chief Vigilance Officer (CVO) against the responsible officials/staff and also to ascertain the circumstances under which the meter got shifted without the express request / concurrence of the Appellant. The enquiry also must high light unavailability / loss of documents with regard to the shifting.
- (iv) An action taken report be submitted to this office within 30 days of receipt of the order.

15. 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
18.09.2025