

OFFICE OF THE 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 No.: 011-26144979)

Appeal No. 40/2025
(Against the CGRF-BRPL's order dated 28.08.2025 in CG. No.69/2025)

IN THE MATTER OF

Shri Jitin Rai Khanna

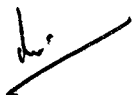
Vs.

BSES Rajdhani Power Limited

Date of Order: 10.10.2025

ORDER

1. Appeal No. 40/2025 dated 03.10.2025 has been filed by Shri Jitin Rai Khanna S/o Shri Gulshan Rai Khanna, R/o N-107, 1st Floor, Flat No.4, Greater Kailash, Part-1, New Delhi – 110048 against the Consumer Grievance Redressal Forum – BSES Radhani Power Limited (CGRF-BRPL)'s order dated 28.08.2025 passed in CG. No. 69/2025.
1. The back ground of the case is that the property No. E - 208, 1st Floor, Greater Kailash, Part-2, New Delhi – 110048 was transferred via registered Gift Deed executed by Mrs. Kanchan Khanna, W/o Late Mr. Sukhdev Raj Khanna in favour of Sh. Jitin Rai Khanna, (Appellant). An electricity connection was energized at this property in the name Mrs. Kanchan Khanna. The Appellant, Sh. Jitin Rai Khanna had approached the Respondent (BRPL) on 15.04.2025 to transfer the said electricity connection in his name and same was transferred by the Respondent in his name as requested by him.
2. Further after making full payment against this connection, the appellant had applied for disconnection and removal of associated electricity meter from the said premises, but the same was not disconnected by the Respondent due to resistance by the present occupant of the premises and the Police of the concerned area had also requested not to take further action for the above stated electricity connection.



3. A complaint was also received by the Respondent from Mrs. Kanchan Khanna, alleging that the Gift Deed submitted by the complainant was obtained through fraudulent means and is being challenge with the appropriate Civil Court.
4. The Appellant approached the CGRF and requested to direct the Respondent to disconnect the above said electricity connection.
5. The CGRF in its order dated 28.08.2025, directed the Respondent to disconnect the connection CA No. 154717134 (as requested by Sh. Jitin Rai, the Appellant) and correct the record accordingly and complainant be informed regarding disconnection. In case of necessity of police for disconnection, they may take assistance of the concerned area police officer.
6. In his appeal before this office he has requested to i) issue a formal No dues Certificate, confirming account closure and disconnection, ii) Refund of Rs.11,560/- with interest deposited by him with the Respondent, iii) immediate cessation by Respondent of any billing or demands after 2nd June 2025, iv) prohibition of restoration of electricity supply with his prior written permission and to award the compensation of Rs. 50,000/- for unlawful harassment and financial hardship.
7. On dated 03.10.2025, another interlocutory application has been filed in this office by Sh. Mukul Dhawan, Advocate, on behalf of Mrs. Kanchan Khanna who had transferred the property No. E - 208, 1st Floor, Greater Kailash, Part-2, New Delhi – 110048 via registered Gift Deed dated 27.03.2025 to the Appellant, and requested the Ombudsman to implead her as a party in this matter and grant a hearing to her, who was neither summoned nor heard / impleaded as a party in the instant case by the CGRF.
8. After examining the documents and record placed in the file, Hon'ble Ombudsman has observed that the CGRF had not given the opportunity to Mrs. Kanchan Khanna for explaining her case.
9. In view of the above facts and circumstances, the case is remanded back to the CGRF and CGRF is further directed to implead Mrs. Kanchan Khanna in the instant case. CGRF may take into account the pleading by Mrs. Kanchan Khanna and pass an appropriate order.


(P.K. Bhardwaj)
Electricity Ombudsman
10.10.2025