

**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**  
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**Appeal No. 45/2025**

(Against the CGRF-BRPL's order dated 03.10.2025 in CG No. 85/2025)

**IN THE MATTER OF**

**Ms. Rukhsana**

**Vs.**

**BSES Rajdhani Power Limited**

**Present:**

Appellant: Smt. Rukhsana alongwith spouse, Shri S. M. Talib Jamal,

Respondent: Shri Sudarshan Bhattacharjee, DGM, and Shri Shreyek Gupta, Advocate, on behalf of BRPL

Date of Hearing: 14.01.2026

Date of Order: 15.01.2026

**ORDER**

1. Appeal No. 45/2025 dated 28.10.2025 has been filed by Smt. Rukhsana, W/o Shri S.M. Talib Jamal, R/o F-53, Part of Kh. No.247/2, 3<sup>rd</sup> floor, Thokar No.4, Abul Fazal Enclave Part – 1, Jamia Nagar, New Delhi – 110025, against the Consumer Grievance Redressal Forum – BSES Rajdhani Power Limited (CGRF-BRPL)'s order dated 03.10.2025 passed in CG No.85/2025.

2. The background of the case, as per the Appellant, presented before the Forum indicates that she is the exclusive owner and occupant of the Third Floor of the aforementioned property. Nevertheless, an electricity meter is already installed on the ground floor. She applied for a new connection on 10.11.2023 at the third floor of House No.F-53, Part of Kh. No.247/2, Thokar No.4, Abul Fazal Enclave Part -1, Jamia Nagar, New Delhi-110025, vide application no. 008006633755. Following the



rejection of her application due to MCD booking against the subject property, she filed a response on 20.01.2024 before the Respondent, but to no avail. Consequently, she filed a Writ Petition (civil) No.1952/2024 before the Delhi High Court (DHC). The DHC, in its order dated 16.08.2024, granted her liberty to approach the CGRF. She approached the Forum on 28.07.2025 requesting the release of requisite connection for the third floor of the premises.

3. The Discom, in its written submission, presented before the Forum raised objection that the Complaint is not maintainable being time-barred as the grievance was raised by the Appellant on 20.01.2024 before the Respondent. Hence, it would be governed by the old Delhi Electricity Regulatory Commission (Forum for Redressal of Grievances of the Consumers and Ombudsman) Regulations, 2018 which cites that the Complainant should approach the Forum within three months, if not satisfied with the response of the Respondent. Even though, the Court has not given her liberty with regard to delay in approaching the Discom.

4. The Forum, in its order, relied on the chronological facts of her application for a new connection, which were submitted by the Respondent, indicating that the grievance would be governed by the previous Regulations-2018 of DER. It was noted that she submitted an application to the Respondent on 20.01.2024. Afterward, she approached the Delhi High Court. The Delhi High Court, in its order dated 16.08.2024, advised the petitioner to seek redressal from the CGRF for her grievance. However, she approached the CGRF only on 28.07.2025. Moreover, the High Court of Delhi did not grant her any permission regarding the delay in approaching the Forum.

The Forum dismissed the complaint on the basis of being time-barred, therefore not maintainable, in light of Regulation 12 of DER. Regulations, 2018, which states, "no grievance shall be entertained unless it is filed before the Forum within three months from the date the consumer has exhausted the remedy under the complaint handling procedure".

5. The Appellant, dissatisfied by the order dated 03.10.2025, passed by CGRF-BRPL, has filed this appeal reiterating her stand as before the Forum. She argued that the CGRF has overlooked several factors, (a) Due to her suffering from various ailments, she approached the CGRF on 28.07.2025, accompanied by pertinent documents, including the DHC order dated 16.08.2024 (WP (C) No.1952/2024 and the Status Report submitted by MCD to the DHC. However, the CGRF, in its order dated 03.10.2025, rejected her request solely on the basis of limitation, despite the liberty granted by the Hon'ble High Court in this matter. (b) The MCD, in its status



report dated 14.08.2024, presented to the DHC, explicitly stated in Para 4 of its affidavit that no action or booking under sections 343/344 of the DMC has been identified against the subject property. (c) The Hon'ble Supreme Court ruling dated 13.05.2025 in the case of m/o Dilip (Dead) through LRS Vs. Satish Singh & Others was disregarded, wherein it was noted that electricity is a fundamental amenity that no individual should be deprived of. Therefore, as a resident of an unauthorized colony where the government has provided essential services such as electricity, water, and gas, she too should not be denied these amenities.

6. The Appellant's prayer is for:

- (a) To set-aside the CGRF-BRPL order dated 03.10.2025.
- (b) To direct the Respondent to install the electricity connection over the property of the Appellant in the interest of justice.
- (c) To pass any other or further orders as this Hon'ble Court may deem fit and proper.

7. The appeal was admitted on 29.10.2025 and forwarded to the Respondent for their written submission with a copy to the Appellant for information.

8. Furthermore, regarding the issue of MCD booking, the recent Circular no.E11/2025/Ppower/7091-97 dated 17.11.2025 from the Power Department of the Government of NCT of Delhi is relevant, as it permits the provision of electricity connections in properties booked under MCD for unauthorized construction.

9. Meanwhile, the Respondent has sent an email dated 15.12.2025, indicating that the requisite electricity connection was installed on 11.12.2025 at the third floor by the Respondent under CA No.154965937 (Meter No.60471414). The Respondent has also forwarded the appreciation letter from the Appellant, in which she expresses her gratitude for the installation of the connection by the Respondent. Consequently, an email dated 18.12.2025 was sent to the Appellant to confirm this and to know whether she still wishes to pursue the matter. However, no response has been received from her.

10. The appeal was admitted and fixed for hearing on 14.01.2026. During the hearing, both parties were present. Appellant confirmed that the requisite electricity connection was installed at the third floor and she does not want to pursue the matter anymore. Her request was accepted by the Ombudsman.



11. In the light of the above, this court directs that the appeal dated 28.10.2025 is disposed off as withdrawn by the Appellant.

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 DERG's Notification dated 24.06.2024.



(P.K. Bhardwaj)  
Electricity Ombudsman  
15.01.2026