

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. 51/2025

(Against the CGRF-BRPL's order dated 24.11.2025 in CG No.152/2025)

IN THE MATTER OF

Shri Rahul Rana

Vs.

BSES Rajdhani Power Limited

Date of Order: 02.02.2026

Order

1. Appeal No.51/2025 dated 16.12.2025 has been filed by Shri Rahul Rana, S/o Shri Surat Singh Rana, r/o H. No.C-558 A, Ground Floor, Street No.5, Chhatarpur Extension, JVTs Garden, Chhatarpur, Delhi - 110074, against the Consumer Grievance Redressal Forum – BSES Rajdhani Power Limited (CGRF-BRPL)'s order dated 24.11.2025 passed in CG No.152/2025.
2. The Forum, in its order dated 24.11.2025, noted that the main complaint of the Complainant regarding the release of the electricity connection on the ground floor has been addressed following its installation by the Respondent under CA No.154899129, in line with the ICGRC order dated 29.09.2025. Furthermore, the additional grievances raised by the Complainant before the Forum, including alleged delays, harassment by field officials, verbal misconduct, wrongful claims of deficiency, and a request for compensation, were not included in the original grievance that was adjudicated by the ICGRC. According to the regulatory framework, new grievances must be submitted to the ICGRC for consideration initially. Therefore, the Complainant is free to approach the ICGRC afresh regarding claims of delay, harassment, and compensation.
3. The Appellant, dissatisfied by the order dated 24.11.2025, passed by CGRF-BRPL, has filed this appeal reiterating his stand as before the Forum. He contended that inordinate delay in providing the new electricity connection at his premises by the



Respondent is a gross violation of DERC Rules and Regulations, 2017. The said connection was released only after filing the complaint before Internal Consumer Grievance Redressal Cell (ICGRC). Even Forum did not consider the facts and response mentioning in the rejoinder dated 24.10.2025 and relied upon the submission of the Respondent (BRPL).

The Appellant sought following reliefs:

- (i) To consider his representation dated 03.10.2025 filed before the CGRF.
- (ii) To refund the total amount collected by the BRPL due to illegal disconnection of CA No.102213897 (Meter No.41152816).
- (iii) To waive off new connection fee for CA No.154899129.
- (iv) To grant compensation for mental agony and harassment caused due to delay in processing for new connection.
- (v) To take disciplinary action against erring officials who misbehaved with the Appellant and illegally disconnected his old connection, in violation the procedure and guidelines of DERC.

4. The appeal was admitted on 26.12.2025 and forwarded to the Respondent for their written submission with a copy to the Appellant for information.

5. In the meanwhile, the Appellant has sent an e-mail dated 21.01.2026, attaching the application dated 19.01.2026 for permission to withdraw the pending appeal no.51/2025 filed by him against the CGRF-BRPL order dated 24.11.2025 in CG No.152/2025. Verbatim of the letter dated 19.01.2026 is as under:

"WHEREAS, the present matter have decided to withdraw the Appeal peacefully and amicably, without any force, duress, coercion, fraud or undue influence from any quarter whatsoever.

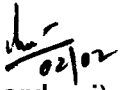
AND WHEREAS, the matter is pen down and Appellant request your good office and prayed to kindly allow the present application to withdraw this Appeal in the Interest of Justice and close *void ab initio* and the Appeal in future will also not pursue further."

6. In the light of the above, this court directs that the appeal dated 16.12.2025 is dismissed as withdrawn by the Appellant.



1. 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
02.02.2026