

**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. 53/2024**

(Against the CGRF-BRPL's order dated 30.10.2024 in CG No.56/2024)

**IN THE MATTER OF**

**Shri Wali Alam**

**Vs.**

**BSES Rajdhani Power Limited**

**Present:**

Appellant: Shri Wali Alam in person

Respondent: Shri Manish Kumar, Shri Sudarshan Bhattacharjee, Sr  
Manager and Shri Himanshu, Advocate, on behalf of  
the BRPL

Date of Hearing: 27.02.2025

Date of Order: 28.02.2025

**ORDER**

1. Appeal No. 53/2024 dated 29.11.2024 has been filed by Shri Wali Alam, R/o F-13/16, 4<sup>th</sup> Floor, Joga Bai Extension, Jamia Nagar, Okhla, New Delhi – 110025, against the Consumer Grievance Redressal Forum – BSES Rajdhani Power Limited (CGRF-BRPL)'s order dated 30.10.2024 in CG No. 56/2024.

2. The background of the case is that the Appellant had applied for a new electricity connection at the fourth floor of the aforesaid premises, vide request no.8006997701 dated 05.06.2024, after purchasing it on 06.04.2024 through General Power of Attorney. His request was rejected on the ground that the applied premises was in MCD objection list which necessitates NOC or BCC from the MCD along with



empanelled Architect Certificate for verification of height of the building, in the light of Regulation 11 (2) (iv) of DERC Supply Code, 2017. The Appellant contended that the applied premises (F-13/16) was never booked by MCD in view of existence of numerous meters installed at the same address earlier by the Respondent. Denial of new connection resulted in undue harassment caused to him.

3. The Discom, in its reply dated 18.09.2024 before the CGRF, stated that the building no. F-13/16, consists of Ground + four floors. The Complainant could not provide requisite NOC from MCD which was necessitated in the light of many parts of the base no. F-13, having indistinct address, had been mentioned in all the seven MCD booking letters. Hence, the issue, in hand, needed MCD intervention for ascertaining as to whether the applied premises was booked or not. However, upon site visit on 13.02.2023, out of 07 letters of MCD booking, issued to BRPL over a period 23.10.2015 to 12.05.2022, for unauthorized construction at F-13, only 04 letters could be verified although their part numbers were different. Therefore, letters dated 12.03.2024 and 23.09.2024 were written to MCD, seeking clarification on the status/identification of the applied premises F-13/16. However, no response was received from MCD. Moreover, in the applied premises no. F-13/16, five electricity connections had been released in 2021 during Covid period. Later in July- 2022, as per internal guidelines, there were restrictions on releasing of connection on the ambiguous address without its identification.

4. The CGRF, in its order dated 30.10.2024, viewed that the request of the Complainant was rejected by the BRPL due to non-verification of ambiguous nature of the properties with base address F-13 which needs verification from the MCD. However, letter 12.03.2024, followed with reminder dated 23.09.2024, written to MCD by the Respondent with respect to verification on MCD booking had gone in vain. Admittedly, except fourth floor, the subject building i.e. Ground, First, Second and Third Floors had been electrified in 2021 during Covid period. (However, perusal of bill/records shows that out of five connections, one connection (meter no.41111142) at the Ground Floor was energized on 26.02.2011). The requisite connection could be released subject to clearance with respect to the applied building from the MCD and on completion of other commercial formalities by the Complainant.

5. Dissatisfied by the order passed by the CGRF-BRPL on 30.10.2024, the Appellant has preferred this appeal and reiterated his submission as before the Forum. In addition, the Appellant asserted that a domestic connection CA No.102094811 (meter no.41111142) was installed on 28.10.2008 in the name of previous owner's wife "Ms Rafat Ara" at the address F-13/16. He contended that his



address (F-13/16) was neither mentioned in the list of MCD nor in the BSES records. At this stage, it is not possible for him to obtain NOC from the MCD. He has prayed to release the requisite connection on priority basis.

6. The Discom, in its reply dated 17.12.2024 to the appeal, reiterated its submissions as before the CGRF-BRPL. In addition, it was stated that the Appellant has failed to point out the infirmity in the order of the CGRF which entitles the Respondent to provide electricity connection to him on the booked premises by MCD which could not be located due to ambiguous nature in address. Even the Appellant could not place a NOC from the department of MCD and a proper certificate from an empanelled MCD architect to clarify the height of building.

7. The appeal was admitted and fixed for hearing on 27.02.2025. During the hearing, the Appellant was present in person and the Respondent was represented by their authorized representatives/Advocates. An opportunity was given to both the parties to plead their respective cases at length. Relevant questions were also asked by the Ombudsman as well as the Advisors, to elicit more information on the issue.

8. During the hearing, the Advocate appearing for the Respondent submitted that in the light of the internal guidelines, wherever there is any ambiguity in the address, necessary clarification is required before release of the applied connection. The Ombudsman pointed out that connections already stood released to various individual residents in the same building. Even the communication sent by the Discom itself to MCD clearly mentions the said premises at 13/16 as distinct from the other booked premises.

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

- a) Connection applied for at the fourth floor of the premises no.F 13/16, Joga Bai Extension, Jamia Nagar, Okhla, New Delhi – 110025 was denied by the Discom due to deficiencies, (a) Certificate duly verified by MCD approved Architect, (b) MCD NOC or BCC and (c) Test Report.
- b) The stand of the Discom before the CGRF was that base address is F-13. All building address starting with F-13 and related MCD bookings need verification from site, due to ambiguous address.



- c) MCD bookings of premises F-13/5, F-13/34, F-13/18 were placed on record. Four other premises booked by MCD and F-13 mention were also detailed.
- d) During consideration of the matter before the CGRF, the Discom conceded that connections were released at the premises F-13/16, as detailed below:

S.No.	Meter No.	Floor	Date of Energization	Remarks
1.	41111142	Ground Floor	26.02.2011	(Actual date is 28.10.2008)
2.	60394107	First Floor	24.07.2021	Four connections were released during COVID period and later during July, 2022, internal guidelines issued restricting release of connections on ambiguous address
3.	60394091	Second Floor	24.07.2021	
4.	60394093	Third Floor	24.07.2021	
5.	40967556	Common	28.08.2021	

It is strange that four connections have been released at F-13/16 and still makes the premises ambiguous. The Discom is conspicuously silent on release of connection CA No.102094811 (Meter No.41111142) in the name of previous owner's wife Rafat Ara on 28.10.2008 at the applied premises at the same address.

- e) No response has been received by Discom from MCD to their communications dated 12.03.2024 and 23.09.2024, seeking clarification on booking of F-13/16.
- f) From perusal of available three letters dated 12.05.2022, 29.11.2021 & 15.03.2018 of MCD booking, produced by Discom, it was observed that the said address (F-13/16) nowhere find mention in the booking for unauthorized construction.

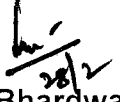
10. This court has gone through the above aspects as well as the replies submitted by both parties very minutely. After reviewing the relevant provisions of DERC's Supply Code, 2017, this court directs as under:



- a) The order passed by the CGRF is set aside.
- b) Discom is directed to release the applied connection within a week, after completion of commercial formalities.
- c) The CEO of the Discom may take steps to ensure that any internal guidelines issued are in consonance with the Electricity Act, DERC Supply Code as well as in conformity with any guiding principles laid down by DERC.
- d) Compliance report be submitted in next 30 days.

11. 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  
28.02.2025