

Confidential

**Investigation report of enquiry as per order of Hon'ble Electricity Ombudsman
regarding the matter of Ms. Shweta Kumari Vs BYPL**

(Appeal No. 33/2025)

1. Gist of Complaint:

On 10.12.2025, an order dated 25.09.2025 passed by the Hon'ble Electricity Ombudsman was received in the matter of *Ms. Shweta Kumari vs. BYPL* (Appeal No. 33/2025), whereby the CEO, BYPL was directed to initiate a vigilance enquiry against the erring officer(s) who, despite reports to the contrary, had released an electricity connection in the year 2021 in favour of Ms. Sita Devi at UGF (Left Side), House No. 978/1, Upper Ground Floor, Old No. A/348 /1, Saraswati Gali, Mandawali, Delhi-110092.

2. Case Analysis :

2.1 The premises bearing No. 978/1, Old No. A/348/1, Saraswati Gali, Mandawali, Delhi-110092 comprise an old residential building constructed on a plot measuring approximately 70 sq. yards, consisting of Ground Floor (Parking + 1 Domestic Unit) and five upper floors. During inspection, 11 domestic units (DX DUs) were found existing at the premises, with 10 DX category electricity meters installed. The electricity pole adjoining the building was found to be encroached upon.

2.2 Scrutiny of the available records reveals that nine electricity connections had been installed at the premises in or before the year 2018.

2.3 On 31.07.2021, an application for a new DX category electricity connection for the UGF (Left Side) portion of the premises was submitted in the name of Ms. Sita Devi vide Application No. 8005050408. The application was initially rejected on the ground that the adjoining electricity pole was encroached upon. However, Mr. Gyaneshwar Singh, Divisional Head (O&M), subsequently approved the release of the connection, observing that nine single-phase meters were already installed and being maintained at the premises and, therefore, one additional connection could also be maintained. Pursuant thereto, CA No. 153594630 was released and installed on 13.12.2021.

2.4 During the enquiry, it was revealed that BYPL had approached the Hon'ble SDM, Preet Vihar, vide communication dated 25.09.2023, seeking removal of the encroachment over the electricity pole situated at premises No. 978/1, Old No. A/348/1, Saraswati Gali, Mandawali, Delhi-110092.

Thereafter, applications for new DX category electricity connections for the UGF (Right Side) portion of the premises were submitted vide Application Nos. 8006881546 dated 02.04.2024, 8007006163 dated 08.06.2024, 8007267809 dated 23.10.2024, and

8007329294 dated 29.11.2024. All the aforesaid applications were rejected on the ground that the adjoining electricity pole remained encroached upon.

2.5 Mr. Gyaneshwar Singh and Mr. Joby P.C. could not be examined during the course of the enquiry, as they are no longer in the employment of BYPL.

Mr. Gyaneshwar Singh, AVP (O&M), Laxmi Nagar, superannuated from service on 31.07.2023, while Mr. Joby P.C., DGM (O&M), Laxmi Nagar, resigned from the services of the Company on 10.04.2023.

3. Conclusion:

3.1 Upon analysis of the electricity connection released in favour of Ms. Sita Devi in the year 2021, it is observed that the Technical Feasibility (TF) site reports contained adverse remarks regarding the suitability of the site for release of a new connection. Accordingly, the decision to release the connection cannot be regarded as a precedent or a model administrative decision. However, the material on record indicates that the release of the connection is more appropriately characterized as an error of assessment or an inconsistent field-level technical and supervisory judgment within a pre-existing, site-constrained environment, rather than a deliberate or institutional violation of safety norms by the DISCOM (BYPL).

It is further noted that the connection released in favour of Ms. Sita Devi in 2021 pertained to a legacy building that was already electrified and had historically been serviced through multiple pre-existing single-phase electricity connections from the same location.

The records also reveal that, in 2023, BYPL approached the Hon'ble SDM, Preet Vihar, seeking removal of the encroachment over the electricity pole situated at premises No. 978/1, Old No. A/348/1, Saraswati Gali, Mandawali, Delhi-110092.

Furthermore, the subsequent rejection of similar applications for new electricity connections at the same premises on safety and technical feasibility grounds demonstrates that BYPL did not adopt any blanket policy of disregarding statutory safety requirements. Rather, the subsequent actions of the Company reflect continued adherence to applicable safety norms and technical standards.

3.2 No material has emerged during the course of the enquiry to indicate that the decision taken in 2021 was influenced by mala fide intent, corruption, personal gain, or any other extraneous consideration. The records do not disclose any evidence suggestive of deliberate misconduct or abuse of authority by the concerned officials.

3.3 It is further noted that the officials associated with the release of the connection in 2021, namely Mr. Gyaneshwar Singh and Mr. Joby P.C., are no longer in the employment of the Company.

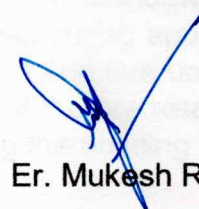
Mr. Gyaneshwar Singh superannuated from service on 31.07.2023, while Mr. Joby P.C. resigned from the services of the Company on 10.04.2023. In terms of settled principles of

service jurisprudence, the Company's disciplinary jurisdiction and authority to initiate or impose departmental penalties ordinarily cease upon the termination of the employer-employee relationship, unless otherwise provided under the applicable service rules.

4. Recommended Action :

a) Since the concerned individuals are no longer in the employment of the Company and consequently fall outside its ordinary disciplinary jurisdiction, the initiation of departmental proceedings or the imposition of punitive or disciplinary penalties against them is not legally tenable under the applicable principles of service jurisprudence.

b) The enquiry may accordingly record that, although the release of the electricity connection in 2021 reflected a questionable field-level technical and supervisory assessment, the circumstances do not warrant any further disciplinary action. The appropriate institutional response is limited to issuance of suitable internal advisories and the strengthening of compliance, supervision, and documentation protocols to ensure strict adherence to technical feasibility and safety requirements in future field operations.



Er. Mukesh Ravivanshi

Asstt. Vice President, Vigilance-BYPL