Date: 22/07/2026

Confidential

Investigation report of enquiry as per the order of Hon'ble Electricity Ombudsman in the matter of Sh. Zahid vs. BYPL

(Appeal No. 44/2025)

Ref.: Order of the Hon'ble Ombudsman dated 08.01.2026 in the matter of *Zahid vs. BYPL*

1. The Hon'ble Ombudsman directed the CEO of BYPL to initiate a vigilance inquiry to ascertain the circumstances under which:

(a)There was a delay in presenting the bill to the consumer.

(b) There was no effective disconnection in the year 2009.

(c) There was no case of UUE against Halima and subsequent transfer of dues.

(d) The defective meter was changed with a delay of one year in year 2016.

(e) The amount was transferred to the active connection with a delay of 4 years in the year 2024.

(f) Three connections were released in the year 2019 at the same premises where huge amount was due.

2. Case Analysis:

On the scrutiny of records and enquiry, point wise observations are as under :

2. 1. (a) Delay in presenting the bill to the consumer

The electricity connection bearing CA No. 100512921 was disconnected from the pole on 12.01.2009 due to meter was not accessible for reading. Subsequently, the consumer illegally reconnected the electricity supply without the knowledge or authorization of the distribution company. As the connection continued to remain in the disconnected status in the system records, no Meter Reading Order (MRO) was generated thereafter. Since the meter remained inaccessible, the unauthorized reconnection also went undetected.

On 24.07.2014, the meter was accessed and its reading of 50,421 units was manually recorded. However, the bill could not be generated as the connection continued to be reflected as disconnected in the system.

Thereafter, attempts were made to obtain meter readings on 28.07.2014, 29.12.2014, 30.01.2015, and 27.03.2015. Further, attempts were also made to replace the meter on 26.10.2015, 24.06.2016, and 24.10.2016. However, on each of these occasions, the meter could not be accessed.

The meter bearing No. 13578496 was finally accessed on 03.12.2016 and was immediately replaced with a new meter bearing No. 35228962, which was installed at an accessible location. Thereafter, installation of new meter, bills were raised based on the recorded consumption.

2. 1. (b) <u>There was no effective disconnection in the year 2009</u>.

The electricity supply was disconnected from the pole due to the meter being inaccessible for meter reading. As the meter was installed inside the premises, effective disconnection of the service line could not be carried out. The sequence of events indicates that the consumer deliberately failed to provide access to the meter, thereby preventing both meter reading and effective disconnection of the electricity supply.

2.1. c) <u>There was no case of UUE against Halima and subsequent transfer of dues.</u>

Upon scrutiny of the records, it was observed that a case of Unauthorized Use of Electricity (UUE), bearing Case No. YM071218CY043, was booked against Halima (CA No. 152011451) on 07.12.2018 for illegally extending electricity supply (subletting) to the premises at T-274, Ahata Kidara. The assessment amount raised under the said UUE case was subsequently settled in the Lok Adalat, and the payment was made by Halima.

2.1. d) <u>The defective meter was changed with a delay of one year that is in 2016</u>.

Upon scrutiny of the records, it was observed that attempts were made to replace the meter on 26.10.2015, 24.06.2016, and 24.10.2016. However, the meter could not be accessed as it was installed inside the premises.

On 03.12.2016, meter bearing No. 13578496 was replaced with a new meter bearing No. 35228962 and relocated to an accessible location.

2.1. (e) <u>The amount was transferred to the active account/connection with a delay of 4 years in the year 2024.</u>

On examination of the records, it was observed that site inspections were restricted between March 2020 to February 2022 and the delay from February 2022 to July 2024 is attributed to the backlog that accumulated on account of the pandemic. It is an admitted position that during the pandemic, the supply code was also suspended for a considerable period of time. Further, the limitation period was also extended for filing cases in court and in cases with limitation period expired during Covid19. The objective was to support the loss of time caused during pandemic and accumulation of work. During that period delay was unintentionally and without any negligence on the part of official. The delay was caused due to genuine reasons.

2.1. f) <u>Three connections were released in the year 2019 at the same premises where the amount was due.</u>

On 15.01.2019, applications for new electricity connections were received for premises bearing No. T- 274. As on that date, no outstanding dues were reflecting against the said premises, as the dues had already been transferred to the account of Halima Akhlaq at address T-275/3.

During the processing of the applications, Mr. Yogender Kumar, TFE, reported that the dues pertaining to the applied premises had been transferred to the neighbouring premises. However, Mr. Deepak Tiwari, Backend Executive, failed to examine the matter appropriately and proceeded with the release of the new connections.

It is further noted that both vendor employees, Mr. Yogender Kumar (TFE) and Mr. Deepak Tiwari (Backend Executive), already have been disengaged from the BYPL service area.

3. <u>Conclusion :</u>

3.1. During the inquiry, no evidence indicating collusion or wilful delay on the part of any official was established.

3.2. Mr. Deepak Tiwari, Backend Executive, was found responsible for ignoring the remark regarding the transfer of dues recorded by the TF Engineer while processing the application. It is recommended that appropriate action be initiated for blacklisting him from future engagement with BYPL.

Er. Mukesh Ravivanshi

Asst. Vice President- Vigilance BYPL