

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated
25.9.97

Date of hearing: 01.10.2026

Complainant : Sh. Govind Ram Nivas
Respondent : Addl. Chief Secretary,
Power Department,
Govt. of NCT of Delhi
Grievance No. : PGC/2026/MCD/640

1. Brief facts of the complaint

Sh. Govind Ram Nivas has filed a grievance in the Commission regarding installation of electricity meter on the basis of fraud documents on his personal property.

2. Proceedings in the Public Grievances Commission

The PGC has convened first hearing in the matter on 01.10.2026, wherein the following were present :

Complainant : Present
Respondent : Sh. Sudarshan Bhattacharya, DGM, BRPL

3. Relevant facts that emerged during the hearing :

3.1 Sh. Sudarshan Bhattacharya, DGM, BRPL was present in the hearing and submitted a status stating that :

"This is in reference to the Hearing Notice issued in the above-captioned matter submitted respectfully.

1. *This reply is being submitted by of BSES Rajdhani Power Limited (BRPL) in response to the Hearing Notice Issued by the Hon'ble Public Grievances Commission in the above-captioned matter.*

2. It is respectfully submitted that the complaint submitted by the complainant, Sh. Govind Ram Niwas, does not pertain to any personal grievance relating to the supply or consumption of electricity at the subject premises. The matter relates to the electricity connection released in the name of Sh. Prakash Singh year 2008. It is pertinent to mention that the complaint has been raised after a substantial and unexplained lapse of time from the date of release of the electricity connection. Accordingly, the complaint, having been raised after such a prolonged period, may kindly be considered in light of the considerable time gap and the nature of the grievance raised.

3. That BRPL is a joint venture company with the Government of NCT of Delhi and is engaged in the distribution and retail supply of electricity within its licensed area. BRPL discharges its statutory obligations in accordance with the Electricity Act, 2003, the DERC (Supply Code and Performance Standards) Regulations, 2017, and other applicable rules, regulations and directions issued by the Hon'ble Delhi Electricity Regulatory Commission from time to time.

4. As per recorded, the electricity connection bearing CA No. 102747612, in the name of Sh. Parkash Singh S/o Late Sh. Ramu Singh, was released at Plot No. 10, Khasra No. 56/10, Kamruddin Nagar Extension, Nangloli, New Delhi-110041, in the year 2008, under the non-domestic tariff category, after completion of the requisite commercial formalities and in accordance with the applicable rules, regulations and prescribed procedures prevailing at the relevant time.

5. It is further submitted that BRPL is not the competent authority to adjudicate upon or determine the genuineness, validity, or alleged forgery of documents submitted by the consumer at the time of applying for the electricity connection in the year 2008. Any such allegation or dispute regarding the authenticity or validity of the documents is required to be examined and adjudicated upon by the competent court of law or other statutory authority having jurisdiction in the matter. BRPL shall, however, take appropriate action in accordance with and in compliance with any specific order, direction, or finding issued by the competent court of law or other competent authority, as applicable.

6. With regard to the allegation of misuse of the electricity connection, it is submitted that BRPL's Enforcement Team conducted an inspection on 26.09.2026 at the premises associated with CA No. 102747612, as mentioned in the complaint. The findings of the inspection are as follows:

i. Meter No. 60262836 of CA no. 102747612, sanctioned under the non-domestic tariff category, was found installed at the aforesaid premises. As recorded in the inspection report, the meter seals were found intact.

ii. No direct theft of electricity or other irregularity was detected during the Inspection.

iii. Commercial activity was found to be in progress at the premises, with electricity being supplied through the non-domestic tariff connection.

7. *In view of the foregoing, it is respectfully submitted that no case of direct theft of electricity or any other electrical irregularity was observed during the inspection. The premises were found to be consuming electricity through a connection duly sanctioned under the non-domestic tariff category, which is commensurate with the commercial activity observed at the site. Accordingly, the allegation of misuse of the electricity connection is not substantiated by the inspection findings.*

It is further submitted that the electricity connection was released after completion of the requisite formalities and in accordance with the applicable rules and procedures. The inspection conducted by BRPL did not reveal any instance of direct theft, unauthorized abstraction, or other irregularity in the use of electricity. Further, any dispute pertaining to the ownership, title, or possession of the subject property does not fall within the jurisdiction of BRPL and is required to be adjudicated by the competent court of law or appropriate authority having jurisdiction in the matter.

PRAYER

In light of the submissions made hereinabove, it is most respectfully prayed that the Hon'ble Public Grievances Commission may be pleased to:

- a. Take the present reply and the inspection findings dated 26.09.2026 on record;*
- b. Consider the facts and submissions made by BRPL in the present matter;*
- c. Dismiss the complaint, insofar as it relates to BRPL, as no violation or irregularity has been established against the company; and*
- d. Pass such other order as the Hon'ble Commission may deem fit and proper in the facts and circumstances of the case."*

3.2 Today's hearing in the Commission indicates that the matter is connected with a property dispute which is also pending in the Court of Law. The complainant is advised to submit all papers related to dispute, connected Court papers and electricity papers so that the problem can be understood in totality. After that Commission will further proceed in the matter and will call the concerned officers of the BRPL, if required.

4. Recommendations of the PGC :

Complainant is advised to take note of para 3.2 above and submit all documents on the next date of hearing.

5. Next Date of Hearing : 05.11.2026 at 11.30 A.M.

He
06/10/26

(R.P.UPADHYAYA), IPS (RETD.)

MEMBER

No. PGC/2026/MCD/640/ *10581-582*

Dated: *7/10/26*

To:

Sh. Sudarshan Bhattacharya, DGM, BSES Rajdhani Power Ltd., BSES Bhawan,
Nehru Place, New Delhi - 110019

Copy for information to :

Sh. Govind Ram Nivas, 187, Kamaruddin Nagar, Nangloi, Delhi - 110047