PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 03.11.2026

Complainant	:	Smt. Neelam
Respondent	:	Addl. Chief Secretary, Power Department, Govt. of NCT of Delhi
Grievance No.	:	PGC/2026/Power/562

1. **Brief facts of the complaint**

Smt. Neelam has filed a grievance in the Commission regarding inaction of officials from BSES Rajdhani Power Ltd. for change of name of complainant in their records for CA number 102901157 and transfer of connection in her name after the death of her husband, in whose name the existing connection exists.

2. **Proceedings in the Public Grievances Commission**

The PGC has convened 4th hearing in the matter on 03.11.2026, wherein the following were present :

Complainant	:	Present
Respondent	:	Sh. Sudarshan Bhattacharya DGM, BSES Rajdhani Power Ltd.

3. **Relevant facts that emerged during the hearing :**

3.1 Sh. Sudarshan Bhattacharya, DGM , BSES Rajdhani Power Ltd. was present in the hearing and submitted a status report stating that :

"Subject: ATR in the matter of Smt. Neelam regarding name change of CA no. 102901157.
Respected Sir,

Limited With reference to the hearing notice issued in the above-mentioned matter, BSES Rajdhani Power Lin (BRPL) respectfully submits the following point-wise reply in compliance with the passed by this Hon'ble Commission. with the Order dated 22.07.2026

1. Compliance with the Directions of the Hon'ble Commission

I. In compliance with the directions of this Hon'ble Commission, BRPL issued a letter dated 25.08.2026 to the Complainant, requesting her to provide a copy of the latest order passed by the Hon'ble High Court of Delhi along with a complete copy of the petition filed before the Hon'ble Court, for verification and record purposes

II. The documents were sought to enable BRPL to examine the request for change of name in light of the pending court proceedings and the relevant records.

2. Documents Submitted by the Complainant

I. In response to the above letter, the Complainant submitted certain documents at the BRPL office on 08.10.2026.

II. On examining the documents, BRPL found that the complete copy of the petition filed before the Hon'ble High Court of Delhi had not been provided.

III. Since the complete set of documents was not available, BRPL could not verify the matter fully or take a decision on the request for change of name at that stage.

IV. BRPL would be able to examine the request further once the complete copy of the petition and the other requisite documents are provided.

3. Status of Proceedings before the Hon'ble High Court of Delhi

I. In her complaint dated 02.06.2026, the Complainant had stated that the matter concerning the subject plots had been pending before the Hon'ble High Court of Delhi since 2010 and was at the final stage of adjudication.

II. The Complainant had also stated that, due to the pending court proceedings, the documents relating to the ownership/title of the subject plots were not available with her.

III. Subsequently, the Complainant provided a copy of the order dated 12.08.2026 passed by the Court of Delhi. As now been listed for 22.03.2027. per the said order, the matter could not be taken up and has now been listed for 22.03.2027.

IV. Accordingly, the proceedings concerning the subject properties continue to remain pending before the Hon'ble High Court of Delhi.

4. BRPL's Position the Request for Change of Name

I. In view of the pending court proceedings and the documents presently available, BRPL is unable to process the request for change of name at this stage.

II. A request for change of name in electricity consumer records is required to be examined on the basis of the applicable rules and the supporting documents (ownership) establishing the applicant's entitlement to seek such a change.

III. In the present case, the Complainant has stated that the ownership-related documents are not available with her. Further, the complete copy of the petition sought by BRPL has not been submitted for verification.

IV. BRPL, being a distribution licensee, is not competent to decide disputed questions of ownership, title or the rights of different parties in respect of the subject properties. Such matters fall within the jurisdiction of the competent court c or forum.

V. In these circumstances, proceeding with the change of name without proper verification may lead to avoidable disputes or third-party claims. BRPL is, therefore, exercising due caution before making any change in its consumer records.

VI. It is clarified that BRPL's present position is without prejudice to the rights and contentions of the Complainant and other concerned parties. The request is being kept pending to ensure that any action taken by BRPL is supported by the requisite documents and is in accordance with the applicable rules and regulations.

5. Further Consideration of the Request

I. BRPL respectfully clarifies that the request for change of name has not been rejected on merits. It is presently pending consideration due to the incomplete documentation and the ongoing proceedings concerning the subject properties before the Hon'ble High Court of Delhi.

II. BRPL is willing to examine the request upon receipt of the complete judicial documents and other requisite evidence establishing the Complainant's entitlement to seek the change of name.

III. After receipt of the necessary documents, the request shall be considered in accordance with the applicable statutory and regulatory provisions and any relevant directions issued by the competent court or forum.

IV. BRPL assures this Hon'ble Commission that the request will be examined expeditiously once the requisite documents are made available and the applicable requirements are fulfilled.

6. Conclusion

I. In view of the above facts, BRPL respectfully submits that it has taken appropriate steps to examine the Complainant's request and comply with the directions issued by this Hon'ble Commission.

II. BRPL issued the letter dated 25.08.2026 seeking the requisite judicial documents and subsequently examined the documents submitted by the Complainant on 08.10.2026.

III. The order dated 12.08.2026 furnished by the Complainant records that the proceedings before the Hon'ble High Court of Delhi remain pending and are listed for 22.03.2027.

IV. Since the complete petition and the requisite documents establishing the Complainant's entitlement to seek the change of name have not been provided, BRPL is presently unable to proceed further with the request.

V. BRPL will reconsider the request upon receipt of the requisite documents and examine it in accordance with the applicable legal and regulatory requirements.

PRAYER

In view of the facts stated above, BRPL most respectfully prays that this Hon'ble Public Grievances Commission may be pleased to:

A. Take the present Action Taken Report and the supporting documents on record;

B. Take note of the steps taken by BRPL in compliance with the Order dated 22.07.2026, Including the letter dated 25.08.2026 seeking the requisite judicial documents;

C. Take note that the proceedings concerning the subject properties remain pending before the Hon'ble High Court of Delhi and are listed for 22.03.2027, as recorded in the order dated 12.08.2026;

D. Take note that the request for change of name has not been rejected on merits and remains pending consideration, subject to submission and verification of the requisite documents and compliance with the applicable requirements; and

E. Pass such other order(s) as this Hon'ble Commission may deem fit and proper in the facts and circumstances of the matter."

3.2 Complainant present in the hearing has furnished a fresh set of papers which have been handed over to the BSES authorities. Land Allotment Certificate issued by Harijan Kalyan Parishad, Delhi Govt. is also enclosed with

the papers. BSES may examine the papers and take a decision, accordingly. The complainant is already having an electricity connection and she is requesting for change of name for the said connection, as her husband was expired in the year 2008.

4. **Recommendations of the PGC :**

DGM, BSES Rajdhani Power Ltd. is advised to take note of para 3.2 above, take further necessary action in the matter and submit an Action Taken Report in the Commission on the next date of hearing.

5. **Next Date of Hearing** : 27.01.2027 at 11.30 A.M.

04/11/26

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

No. PGC/2026/Power/546/ 12063-12064 Dated: 4/11/26

To:

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

Copy for information to :

Smt. Neelam, W/o Late Sh. Rajkumar, Plot No. 9, Harijan Colony, Tihar Gaon, Shamshan Ghat, New Delhi – 110018