

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. 25/2025

(Against the CGRF-BYPL's order dated 16.12.2024 in Complaint No. 407/2024)

IN THE MATTER OF

Shri Rajinder Kumar

Vs.

BSES Yamuna Power Limited

Present:

Appellant: Shri Sushant Singhal, Advocate, on behalf of the Appellant

Date of Hearing: 06.06.2025

Date of Order: 09.06.2025


ORDER

1. Shri Rajinder Kumar has submitted an appeal dated 26.05.2025 (complaint under Section 142 of the Electricity Act) for violation of the DERC's Guidelines of 2003. It is the case of the Appellant (complainant) that he filed a complaint against the Respondent (BSES-BYPL), for willful disobedience and gross violation of the directions dated 18.03.2025 passed by the Consumer Grievance Redressal Forum – Yamuna Power Limited (CGRF-BYPL) in the Complaint No. 604/2024. In the said order, the CGRF had directed the Discom to release a new connection applied for by the applicant at the premises No: H-376, Old Seemapuri, Delhi- 110095, after completion of commercial formalities and submission of the undertaking by the complainant (as stipulated in the order). The order was intend to be complied within 21 days and appeal could be filed before the Ombudsman within 30 days.
2. A plain reading of Section 142 of the Electricity Act indicates that in case any complaint is filed before the Appropriate Commission by any person or if that Commission is satisfied that any person has contravened any of the provisions of this Act or the rules or regulations made there under, or any direction issued by the Commission, the Appropriate Commission may after providing an opportunity of



being heard, impose a penalty which shall not exceed rupees one lakh for each contravention and additional penalty for continuing failure.

3. DERC's Regulations of 2024 empowers the Ombudsman under Regulation 57 to receive representations against the orders of the Forum, consider such representations and facilitate settlement by agreement, through conciliation and mediation between the Licensee and Consumer. For this purpose the word grievance is defined in Regulation 2(i).
4. Apparently, in respect of complaint addressed to the DERC under Section 142 of the Electricity Act, the Ombudsman does not have any role, and, therefore, the present complaint is not maintainable before the Ombudsman. The Regulation 2024 also does not contain any enabling provision for approaching the Ombudsman, for enforcement of an order passed by the CGRF, while granting relief.
5. During the course of hearing on 06.06.2025, the Appellant could not submit any material to controvert the above provisions of the law. Hence, the appeal/complaint is dismissed as devoid of merit, and not maintainable before the Ombudsman.


(P.K. Bhardwaj)
Electricity Ombudsman
09.06.2025