

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
Order under Para 2(B) of the PGC Resolution No. F.4/14/94-AR/dt. 25.9.97

Dated: 21.3.2018

Complainant : Sh. Sunil Kumar Kapoor

Respondent : BYPL
Grievance No. : PGC/2017/Power/11
Grievance filed on : 10.11.2017
First hearing in PGC : 6.12.2017
scheduled on

1. Brief facts of the complaint

A grievance was received in PGC from Sh. Sunil Kumar Kapoor regarding re-connection of electricity at 2nd floor of his residence which was disconnected by BYPL officials on 8.11.2017.

2. Proceedings in the Public Grievances Commission

The latest hearing was scheduled in the PGC on 6.12.2017, 3.1.2018, 21.2.2018 and latest on 21.3.2018 wherein the following were present:

Complainant:	Present Sh. O.P.Sardhana,
Respondent:	Ms.Payal, Sr. Manager, BYPL Sh. Raju Sardhana

In today's hearing Sh. O.P.Sardana, Sh. Raju Sardana and Sh. Sunil Kapoor are present and representative from BYPL Ms. Payal Mahajan is also present.

In the last date of hearing dt. 21.2. 2018, Sh. Sunil Kapoor was advised to give the following documents to Sh. Raju Sardana who was also involved in this complaint. Sh. Raju Sardana has requested for the copies of the documents in support of the following:-

- a) The copy of the complaint of Sh.Sunil Kappor filed in the Commission.
- b) Copy of ownership documents of Sh. Sunil Kapoor .
- c) Copy of NOC given by Sh. O.P.Sardana and documents showing the ownership of 50% rights of Sh. O.P.Sardana

At this stage Sh.O.P. Sardana has stated that his mother has 50% rights and he is acting on behalf of his mother. He also stated that other 50% rights are with the mother of Sh. Raju Sardana.

Sh. Sunil Kumar Kapoor has furnished the documents as directed by the Commission in the past hearings. However, Sh. Raju Sardana who is present in today's hearing has refused to collect the copies of the documents being provided by Sh. Sunil Kumar Kapoor on the pretext that he has no time to wait for copying of documents. Sh. O.P. Sardana who is also present in the hearing informed the Commission that the matter is subjudice in Hon'ble Court.

The conduct of Sh. Raju Sardana is not appreciated by the Commission. Further, his complaint was earlier entertained on the belief that he was cheated and that Sh. Sunil Kapoor was given electricity upon the clearance of Sh. O.P. Sardana and others.

The primary grievance of Sh.Raju Sardana is that of handing over of the flat, which is being heard in the Court. The point regarding electric connection given to Sh. Sunil Kapoor is secondary.

Commission has now realized that by disconnecting the electric connection, the family of Sh. Sunil Kapoor has been put to great inconvenience, but it has not in any way settled the dispute about handing over of a flat as per terms of agreement to Sh. Raju Sardana. This matter would be decided by the Court.

The above facts, coupled with the conduct of Sh. Raju Sardana, have convinced the Commission that disconnection of electricity to the flat of Sh. Sunil Kapoor has not served any purpose to Sh. Raju Sardana. Instead it has only caused inconvenience, to the family of Sh. Sunil Kapoor.

Therefore, in supersession of Commission's advice in Sh. Raju Sardana's case vide order no. 22077-80 dated 7.11.2017, the Commission advises the Head Customer Care, BYPL, to restore the electricity connection of the complainant i.e. at 3/28, 2nd floor, West Patel Nagar, New Delhi.

3. Directions of PGC

The Commission advises the Head Customer Care, BYPL to restore the electricity connection of the complainant i.e. at 3/28, 2nd floor, West Patel Nagar, New Delhi.

With the above directions, the Commission has decided to close the case.

(N. Dilip Kumar)
Member, PGC

Copy to:

- The Principal Secretary, Department of Power, 8th Level, Delhi Sachivalya, I.P. Estate, New Delhi.
- The Head Customer Care, BYPL, Corporate Annexe-1st floor, CBD-III, Aggarwal Fun city Mall Karkardooma, Delhi.
- Sh. O.P.Sardhana, 3/28, 3rd floor, West Patel Nagar, ND
- Sh. Raju Sardhana, 3/28, 1st floor, West Patel Nagar, ND
- Sh. Sunil Kumar Kapoor
- PS of the member.