

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903

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

Grievance No. PGC/2018/A.II/Power/10

Date of hearing: 06.03.2019

Complainant : Shri Triveni Nath, Present.

Respondent : The Pr.Secretary(Power), GNCTD
Through Shri Sudarshan Bhattacharya,
Manager, BRPL
Shri Rajesh Kumar, DVM(Vigilance)

Shri Amit Issar, SHO, PS Mayapuri
Inspector Kamal Singh, Vigilance/Distt.West
S.I. Surinder Kumar, PS Mayapuri – Present.

1. Brief facts of the case:

1.1 Shri Triveni Nath filed a complaint in PGC on 08.11.2018 relating to a demand of bribe, intimidation etc. on 29.10.2018 reportedly by a Vigilance Officer of BSES, Nehru Place. The complainant further stated that on 30.10.2018 and 31.10.2018, the said alleged official again came to his house and asked for money. When asked by the complainant, he refused to tell his name. The complainant has also stated in his complaint the alleged role of one Dr. Arun Bhaskar (Contractor) who is also involved in the matter.

It was also stated by the complainant in his complaint that new electricity meters were installed in lieu of old meters but the authenticity of the receipt which was given in respect of change of meter by the BSES official has to be proved. The complainant also alleged that they refused to show the Identity Card. The BSES officials did not give the receipt of replacement of meters saying that it will be given afterwards. Whenever receipt to this effect was demanded, a bribe of Rs.15,000/- was asked by the official of BSES for providing the receipt. The complainant further stated that he also lodged a

complaint with SHO, Mayapuri vide D.D. No.11A dated 2.11.2018 and with General Manager, BSES RPL Ltd. vide letter dated 3.11.2018, but has not yet get any relief.

The complainant has requested PGC to intervene in the matter to save him and other residents of the area from this harassment and intimidation by the alleged official of BSES who, in collusion with others, is in the practice of extorting money from the residents of the area.

2. Facts emerged during the proceedings.

2.1 An ATR has been filed by SI Surender Kumar, PS Mayapuri, stating that complainant stated that on 31.10.2018 BSES employee came to the complainant's house for replacement of electricity meter and demanded bribe of Rs.1500/- for providing the receipt.

During the course of inquiry, the complainant was interrogated and he stated that he has filed the complaint at BSES Office. The matter is being enquired by BSES Vigilance.

The complainant did not give any written statement nor he could produce any evidence in support of his allegation.

The statements of his neighbours were recorded who stated that the electricity meters were installed outside the house. It was optional and the electricity official did not demand any money or charge in this regard.

2.2 During the proceedings today in the Commission, witnesses, Shri Ashraf Malik, R/o. D-34, Khajan Basti, Mayapuri; Shri Shyam Kumar, R/o. D-35/2, Khajan Basti, Mayapuri and Shri Pawan Kumar, R/o. D-36, Khajan Basti Mayapuri were present. They informed that the meters were replaced on 31.10.2018 after following proper procedure by the BSES employee. No money was ever demanded from them by BSES employee and also proper receipt was also given. They further stated that Shri Triveni Nath, the complainant, in PGC, is in the habit of making complaints against them and later on withdrawing them.

2.3 The Commission has gone through the investigation already been done by the BSES RPL into the matter and also heard the submissions of the witnesses present during the proceedings in the Commission.

3. Directions

3.1 In view of the above facts and circumstances, the Commission notes that although the complaint of Shri Triveni Nath, the complainant, seems to be genuine, however, Action Taken Reports of Police, investigation done by BSES RPL and statement of the witnesses present during the proceedings have not supported the contention of the complainant. Hence, the grievance of the complainant stands disposed of in the Commission with the advise to SHO, P.S. Mayapuri to extend all cooperation and ensure that no harassment is meted out to the complainant from any quarter in any manner. Further, it may be ensured to take cognizance of the complaint of the complainant, if reported in future, and dispose of the same as per law.

3.2 AGM, Head of Group, BSES, Rajdhani Power Limited, is also advised to keep a strict vigil on any suspicious activities of its field staff, if any, and avoid any untoward incident and also extend cooperation to the complainant as and when required, as per rules.

**(MRS. MADHU SHARAN)
MEMBER(PGC)**

No. PGC/2018/A.II/Power/10

Dated:

Copy to:

- 1 The Pr.Secretary(Power), Department of Power, GNCT of Delhi, 8th Floor, B-Wing, Delhi Secretariat, New Delhi-110002.
- 2 AGM, Head of Group, BSES Rajdhani Power Limited, Regd. Office, BSES Bhawan, Nehru Place, New Delhi-110019.
3. Shri Sudarshan Bhattacharya, Manager, BSES Rajdhani Power Limited, Regd. Office, BSES Bhawan, Nehru Place, New Delhi-110019.
4. Dy.Commissioner of Police (West), Police Station Rajouri Garden, New Delhi.
5. SHO (Mayapuri), Police Station Mayapuri, New Delhi.
6. Shri Triveni Nath.