

**PUBLIC GRIEVANCES COMMISSION**  
**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**M-Block , I.P. Estate (near ITO) Vikas Bhawan: New Delhi-2**  
**Order under Para 2(B) of the PGC Resolution No. F.4/14/94-AR/dt. 25.9.97**

Date of hearing: 26.11.2019

Complainant : Ms.Parul Garg - Absent

Respondent : The Principal Secretary (Power)  
Govt. NCT of Delhi

Ms.Payal Mahajan, BYPL - Present

Grievance No. : PGC/2019/Power/17

Grievance date : 11.10.2019

**1 Brief facts of the complaint**

1.1 Ms. Parul Garg has filed a grievance petition before Public Grievances Commission on 11.10.2019 regarding installation of new electric connection in their office 4<sup>th</sup> floor, Neelkanth Chamber-2, LSC, Saini Enclave, Delhi-110 092.

**2. Facts emerged during the proceedings.**

2.1 The complainant is not present in the hearing today.

2.2 The representative of the Ms. Payal Mahajan , DGM, BYPL has submitted an ATR which is taken on record stating therein that “the complainant has not completed the commercial formalities of new connection against order no. 8004130197. An e-mail dt.14.10.2019 has already been sent to the applicant in this regard.

**3. Directions**

3.1 The complainant is advised to complete all the commercial formalities regarding new connection and if necessary meet Ms. Payal Mahajan, DGM (her Mobile no. is 8010928833) for any query.

3.2 The Commission advises the DGM, BYPL to resolve the grievances of the complainant and send an ATR in the Commission.

3.3 With the above directions, the commission has decided to close the case.

**(Sanjey Puri)**  
**Member PGC**

Copy to:

- 1** The Principal Secretary (Power), Deptt.of Power, GNCT of Delhi, 8<sup>th</sup> Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
- 2** The Head Customer Care, BYPL, Corporate Annexe-1st floor, CBD-III, Aggarwal Fun City Mall Karkardooma, Delhi
- 3** Ms.Parul Garg