

*“No carelessness until there is a cure Wear mask,
follow physical distancing & maintain hand hygiene”.*

**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: 28.10.2020

Complainant : Shri Samay Singh Tyagi
Respondent : The Principal Secretary (Power)
Govt. NCT of Delhi
through
Sh. Vipul Suthar,
Sr. Manager (D) YVR,
BSES YPL - Present.
Grievance No. : PGC/2020/Power/14

1 Brief facts of the complaint

- 1.1 Shri Samay Singh Tyagi has filed a grievance on 16.09.2020 regarding changing the category of meter installed at her mother's residence from Non Domestic to Domestic (Meter CA No.101348620). The commercial meter is installed at the residence as a coaching center was run from the place. However, as coaching center is not allowed to operate w.e.f. 01.04.2020, therefore, the complainant requested to change the category of meter from Commercial to Domestic w.e.f. 01.04.2020 and also agreed to pay the bill for domestic category from this date.
- 1.2 He further alleged that despite many requests submitted to the BSES YPL officials (both verbally and written) in this regard, the concerned officers have not taken any action on his request as they are hand-in-glove with Sh. Ashok Sharma, his neighbour, with whom the complainant has some running dispute. .

2. Facts emerged during the proceedings.

- 2.1 Sh. Vipul Suthar, Sr. Manager (D) YVR, BSES YPL was present in the hearing and has filed an Action Taken Report dated 28.10.2020 and the same is taken on record stating therein that *“The category has been changed from Non Domestic to Domestic against order no. 8004435482 (CA 101348620). The consumer has also been informed telephonically about the same.”*
- 2.2 Sh. Vipul Suthar, Sr. Manager BSES YPL further stated that as regards to complainant's request for generating the bill in domestic category w.e.f. 01.04.2020, the same will also be done as soon as possible.
- 2.3 The complainant was present in the hearing and confirmed about the change of meter's category from Non Domestic to Domestic. However, he requested for raising the bill in domestic category with respect to the said meter w.e.f. 01.04.2020.

3. Directions

- 3.1 The case stands disposed of in the Commission as the grievance of the complainant regarding changing meter's category from Non Domestic to Domestic has been resolved. **As regards to his other request for generating the bill in domestic category w.e.f. 01.04.2020, the department's officer assured for getting the same done expeditiously.** Further, the complainant is at liberty to approach BSES YPL as well as the Commission in case he has any further grievance with regard to his present complaint.

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

No. PGC/2020/Power/14

Dated:

Copy to:

1. The Principal Secretary (Power), Deptt. of Power, GNCT of Delhi, 8th Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
2. The Head, Customer Care, BSES YPL, Corporate Annexe-1st floor, CBD-III, Aggarwal Fun City Mall, Karkardooma, Delhi.
3. Shri Samay Singh Tyagi