

*“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: 25.02.2021

Complainant : Sh. Satender Rawat.  
Respondent : The Principal Secretary (Power)  
Govt. NCT of Delhi  
through  
MS. PAYAL MAHAJAN,  
DGM, BSES YPL - PRESENT

**1 Brief facts of the complaint**

- 1.1 Sh. Satender Rawat has filed a grievance petition in PGC aggrieved by inaction on his complaint regarding bills in respect of connection CA No. 101533816 in the name of his brother (which is a commercial connection) and sending the same in his name CA No. 101462512 despite request for surrendering the commercial connection already submitted by his brother. Further, BSES YPL has adjusted amount of Rs.9054.44 to his connection CA No. 101462512 despite request for surrender the connection.

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

- 2.1 Ms. Payal Mahajan, DGM, BSES YPL was present in the hearing and submitted an Action Taken Report dated 24.02.2021 stating therein that:-

*“The meter has been reexamined and the dues transferred to CA No. 101462512 have been waived off based on the merit of the case. The current outstanding amount against CA No. 101462512 is Rs.480/-.*

*The copy of bill of CA No. 101462512 is annexed herewith.”*

- 2.2 The complainant was present in the hearing and expressed satisfaction with the action taken by the BSES YPL.

**3. Directions**

- 3.1 The case stands disposed of in the Commission as Ms. Payal Mahajan, DGM, BSES YPL present in the hearing submitted that the grievance of the complainant

regarding unjust transfer of Rs.9054.44 in respect of his connection CA No. 101462512 was looked into and the same has been waived off.

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

No. PGC/2021/Power/02

Dated:

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, BSES YPL, Corporate Annexe-1st floor,  
CBD-III, Aggarwal Fun City Mall, Karkardooma, Delhi.
3. Sh. Satender Rawat