

“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
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903
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**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR
dated 25.9.97**

Date of hearing: 19.04.2021

Complainant : Ms. Sonia.
Respondent : Addl.Chief Secretary (Power),
Govt. of NCT of Delhi.
Sh.Sudharshan Bhattacharya,
Manager, BSES RPL - Present.
Grievance No. : PGC/2021/A.II/Power/17

1. Brief facts of the case.

1.1 Ms. Sonia filed a grievance petition before Public Grievances Commission, aggrieved by non-providing of new electricity connection (Application No. 8004757497) despite paying Rs.11,313/- towards dues of old connection (CA No.103227930) which was disconnected due to non-payment.

2. Facts emerged during the proceedings

2.1 An action taken report has been filed by Shri Sudarshan Bhattacharjee, Manager, BSES RPL stating therein that “*New connection is released vide CA No.153265023 and Meter No.40936739 has also been installed at site on 02.03.2021 against the new connection order No.8004757497.*

Copy of the currently issued electricity bill has also been attached with the report.”

3. Directions of the PGC:

3.1 In view of the prompt action taken by the BSES, Rajdhani Power Limited in the matter, the case of the complainant stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

1. The Addl.Chief Secretary (Power), Deptt.of Power, GNCT of Delhi, 8th Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
2. Head Customer Care, BSES Rajdhani Power Ltd. BSES Bhawan, C-Block, 1st Floor, Nehru Place, New Delhi-110019.
3. Manager/Customer Care-Corporate BSES Rajdhani Power Ltd.
Email: Sudarshan.Bhattacharjee@relianceada.com
4. Ms.Sonia.