

*“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  
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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 : Sh.Hari Kishan Sharma.  
Respondent : Addl.Chief Secretary (Power),  
Govt. of NCT of Delhi.  
Sh.Sudharshan Bhattacharya,  
Manager, BSES RPL - Present.  
Grievance No. : PGC/2021/A.II/Power/13

**1. Brief facts of the case.**

1.1 Sh.Hari Kishan Sharma, filed a grievance petition before Public Grievances Commission, aggrieved by non providing of new electricity connection in respect of Application No.008004454021/008004544047.

**2. Facts emerged during the proceedings**

2.1 Sh.Sudharshan Bhattacharya, Manager, BSES RPL filed an action taken report. It is stated in the report that “*New connection is released vide CA No.153257473 and meter no.40939784 has also been installed at site on 03.03.2021 against the new connection order no.8004544047.*”

2.2 The complainant, who was telephonically contacted today, informed that the meter has been installed. But he stated that the same has not been installed inside his premises by the respondent department.

2.3 The representative of the respondent department stated that as per the guidelines of the Fire Department as well as keeping in view the safety issue, the meter will be installed externally and not inside the premises of the consumers.

**3. Directions of the PGC:**

3.1 The Commission is of the view that the grievances of the complainant has been resolved by the respondent department and new connection has been released. Further, it agrees with the submissions made by the representative of the respondent department that the meter cannot be installed inside the premises of consumer keeping in view the safety and guidelines issued in this regard by the concerned agencies.

3.2 In view of the above, the case of the complainant stands disposed of in the Commission.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

No.PGC/2021/A.II/Power/13

Dated:

1. Addl.Chief Secretary (Power),, Deptt.of Power, GNCT of Delhi, 8<sup>th</sup> Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
2. Head, Customer Care, BSES Rajdhani Power Ltd. BSES Bhawan, C-Block, 1<sup>st</sup> Floor, Nehru Place, New Delhi-110019.
3. Manager/Customer Care-Corporate BSES Rajdhani Power Ltd.  
Email: [Sudarshan.Bhattacharjee@relianceada.com](mailto:Sudarshan.Bhattacharjee@relianceada.com)
4. Sh.Hari Kishan Sharma.