

*“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: 15.06.2021

Complainant : Ms.Samreen.  
Respondent : Addl.Chief Secretary (Power),  
Govt. of NCT of Delhi.  
Grievance No. : PGC/2021/A.II/Power/08

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

1.1 Ms. Samreen filed a grievance petition before Public Grievances Commission aggrieved by disconnection of electricity meter (CA No.150452464) in respect of shop No.6293, Ground Floor, Gali Marwari, Karesh Nagar, Sadar Bazar without intimation and transfer of pending dues in other person's account. Further, no proof has been given for disconnection of the electricity meter. It has been stated by her that this has been done by one Sh.Paramjit of BSES YPL, Aram Bagh Office.

**2. Facts emerged during the proceedings**

2.1 An action taken report has been received through e mail dated May 07,2021 from Ms. Payal Mahajan, Nodal Officer/Customer Care, BSES Yamuna Power Limited. It is stated in the report that *“Connection against CA No.150452464 was disconnected dated 19.04.2017 due to non-reading since April, 2016. The last reading of the mentioned connection was downloaded on 18.03.2016. Copy of the notice dated 19.12.2016 and 17.01.2017 served by the Meter Reader has been annexed, as the premises was permanently locked due to which reading could not be downloaded.*

*As per DERC Regulations 2017:-*

*“For the purpose of this Regulation, permanent disconnection shall mean, a case of Termination of agreement or where power supply to a consumer remains disconnected for a continuous period of more than 06 (six) months and the Licensee shall be entitled to remove the service line and other equipment of the Licensee from the premises of consumer.*

*Any application for revival of the connection after permanent disconnection shall be treated as an application for new connection and would be processed only after clearance of all outstanding dues applicable, if any.”*

*Further, it is informed that dues have been reversed to the disconnection connection bearing CA No.150452464. The current outstanding dues against CA No.150452464 is Rs.1674/-.*

**3. Directions of the PGC:**

3.1 Head Customer Care, BSES, Yamuna Power Limited is advised to resolve the grievances of the complainant, as per rules.

3.2 As per the submissions made in the action taken report of the respondent department, the complainant is advised to initiate immediate action for deposit of outstanding amount, if any, in respect of the above C.A.No. and submit all the relevant documents with the respondent department for revival of connection to enable the respondent department to take action in a time-bound manner. However, if the needful is not done by the respondent department after completing all the formalities by the complainant, the complainant is at liberty to approach the Commission.

3.3 With the above observations, the case of the complainant stands disposed of in the Commission.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

No.PGC/2021/A.II/Power/o8

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. The Head Customer Care, BSES YPL, Corporate Annexe, 1<sup>st</sup> Floor, CBD-III, Unity One Mall, Karkardooma, New Delhi-110092.

E mail: [payal.mahajan@relianceada.com](mailto:payal.mahajan@relianceada.com).

3. Smt. Samreen.