

***“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  
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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: 17.08.2021

Complainant : Ms. Pallavi Singh.

Respondent : Addl.Chief Secretary (Power),  
Govt. of NCT of Delhi.

Sh.Sudarshan Bhattacharya,  
Manager, BSES Rajdhani Power Ltd. - Present.

Grievance No. : PGC/2021/A.II/Power/33

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

1.1 Ms.Pallavi Singh filed a grievance petition before the Public Grievances Commission aggrieved by inaction on the part of BSES Rajdhani Power Limited with regard to change of her name in respect of property/House No. RZF-15, Gali No.23, Sadh Nagar, Palam, New Delhi-110045, which was purchased by her from the previous owner of the said property. It is further stated that she had applied for the name change in the records on 07.04.2021 having Order no.8004901172 but her request was rejected by BSES Rajdhani Power Ltd. on the ground to submit documents in respect of the said property from 2011. She had submitted all the relevant documents to the respondent department but no action has been taken by them so far.

**2. Facts emerged during the proceedings**

2.1 Sh.Sudarshan Bhattacharya, Manager, BSES Rajdhani Power Ltd. filed an action taken report. He stated that “*Applied name has*

*been changed on 04.08.2021 with new CA No.153400563 against name change application and same will be reflected on bill from next billing cycle.”*

2.2 The complainant is not present.

2.3 The Commission notes that the respondent department insisted to submit property documents from the year 2011 which the complainant ultimately did. Instead of asking the complainant to submit these documents, the respondent department should have explored some way out to verify the facts from the complainant/neighbourhood. Furthermore, the Commission feels that respondent agency avoid taking appropriate decisions and prefer resorting to rejections. Instances are there when BSES justify the delay by putting the onus on another agency or the petitioner, to cover up lapses/inability on their part. Many a times, the actual cause of grievance lay in internal inefficiency of the system and failure to identify simple systemic solutions.

This Commission observe that time lines set by Departments for providing such basic services are not being adhered to in many cases. Failure to review redundant rules, policies and procedures, replacing them by simple, workable systemic changes will only lead to more grievance only. The grievance, once resolved/or decision taken in any particular case can be taken as precedent, once department has agreed in principle to resolve an issue.

It is, therefore, the need of the time that the departments provide hassle-free public services to the citizens by bringing in systemic changes and simplifying procedures. Such approach is certain to minimize the grievances and their quick disposal.

### **3. Directions of PGC:**

3.1 In view of the fact that necessary action has been taken by BSES Rajdhani Power Ltd. and the applied name has been changed on 04.08.2021 in the record, the case of the complainant stands disposed of in the Commission.

( SUDHIR YADAV )  
MEMBER(PGC)

PGC/2021/A.II/Power/33

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.  
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4. Ms.Pallavi Singh.