

*"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: 08.02.2022

Complainant : Shri Shiv Charan Goyal.

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

Ms. Payal Mahajan  
Nodal Officer, BSES Yamuna Power Ltd,

Shri B.S. Yadav,  
APO, BSES, Yamuna Power Ltd. - Present.

Grievance No. : PGC/2021/A.II/Power/40

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

1.1 Shri Shiv Charan Goyal, has filed a grievance petition before Public Grievances Commission, aggrieved by removal of electricity meter without notice by BSES Yamuna Power Limited.

2. **Facts emerged during the proceedings**

2.1 Ms. Payal Mahajan, Manager, BSES Yamuna Power Ltd, filed an action taken report. As per report "*Supply against CA No.151701551 was disconnected on 27.12.2020 due to non-payment of dues. Prior to disconnection, the last payment against the mentioned CA No.was received dated 14.05.2019.*

*The Consumer is requested to apply for new connection by contacting Toll Free No.19122/BSES Website/BSES Mobi App. and complete the commercial formalities for the same on the scheduled date and time of appointment.*

*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 6 (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.”*

2.2 The complainant is not present.

**3. Directions of the PGC:**

3.1 In view of the above submissions made in the action taken report, the case of the complainant is disposed of with the request to take appropriate action, as advised by the respondent department.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

PGC/2020/A.II/Power/40

Dated:

1. The 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 Yamuna Power Limited, 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)

4. Shri Shiv Charan Goyal