

"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 : Ms. Annu.
Respondent : Addl.Chief Secretary (Power),
Govt. of NCT of Delhi.
Ms. Payal Mahajan
Nodal Officer, BSES Yamuna Power Ltd, - Present.

Grievance No. : PGC/2021/A.II/Power/37

1. Brief facts of the case.

1.1 Ms. Annu has filed a grievance petition before Public Grievances Commission aggrieved by non-release of five (05) new electricity connections (Request Order Numbers:8005152682, 8005152710, 8005152638, 8005152656, 8005152752) despite completion of all the required formalities on 05.10.2021 at BSES Office, Mayur Vihar, Phase-I, Pocket-I.

2. Facts emerged during the proceedings

2.1 Ms. Payal Mahajan Nodal Officer, BSES Yamuna Power Ltd filed an action taken report. As per the report "*Meter against the new connection order no.8005152710, 8005152638, 8005152682 and 8005152656 has already been installed.*

Further, for new connection request against order number 8005152752 (applied for fourth floor) the applicant is requested to submit the relevant documents as mentioned in the order dated

*06.05.2021 by the Hon'ble High Court of Delhi for further processing.
(copy of the mentioned order annexed herewith)."*

2.2 The complainant is not present in the hearing.

2.3 With regard to absence of the representative of BSES Yamuna Power Limited in the hearing held on 17.01.2022, it is stated that the respondent department was informed/conveyed to submit/furnish their Action Taken Report only in respect of the said hearing due to increase in COVID-19 cases. The same was received. However, due to some miscommunication, it was inadvertently mentioned in the order dated 17.01.2022 that the representative of the respondent department was not present. Hence, the remarks mentioned in Para 2.1 of the said order regarding non-presence of the representative of BSES YPL be ignored.

3. Directions of the PGC:

3.1 In view of the submissions made in the action taken report by representative of BSES, Yamuna Power Limited, the case stands disposed of with the request to the complainant to take appropriate action, as advised by the respondent department.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/Power/37

Dated:

1. Addl.Chief Secretary (Power), Deptt.of Power, GNCT of Delhi, 8th Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
2. The Head Customer Care, BSES Yamuna Power Limited, Corporate Annexe, 1st Floor, CBD-III, Unity One Mall, Karkardooma, New Delhi-110092.

E mail: payal.mahajan@relianceada.com.

3. Ms. Annu.