

"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**

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 21.03.2022

Complainant : Shri Vinod Kanojia.

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

Sh.Sudharshan Bhattacharya,
Manager, BSES Rajdhani Power Ltd,

Shri Parveen (CO), BSES, RPL - Present.

Grievance No. : PGC/2020/A.II/Power/31 (*Reopened*)

1. Brief facts of the case.

1.1 Shri Vinod Kanojia had filed a grievance petition before Public Grievances Commission, regarding issuing incorrect electricity bill in respect of CA No.103461769.

The case was disposed of in the Commission vide orders dated 04.02.2021 as the representative of BSES RPL had stated that he telephonically contacted the consumer and provided justification for raising the bills as per the calculation sheet and the consumer was also satisfied with the justification provided by the department.

The case is re-opened on the request of the complainant wherein he has stated that the respondent department has not complied with the directions of the Commission and his grievances have not yet been resolved.

2. Facts emerged during the proceedings

2.1 The representative of BSES Rajdhani Power Ltd. filed an action taken report. As per report "*BRPL contacted Shri Vinod Kanojia over telephone and through letters/e-mails to allow BRPL representative at*

his house for electrical appliances verification to check connected load. No response received from Shri Vinod Kanojia till date.”

2.2 An email has been received on March 21, 2022 from Shri Vinod Kanojia stating that he won't be able to join today's hearing but he will update his submissions as soon as possible.

2.3 On the last hearing i.e. on 15.02.2022, the complainant was also not present. He was advised to remain present on the next hearing. Moreover, the case was re-opened on the request of the complainant. He was also requested to allow, if he so wishes, officials of respondent department in his presence to check electrical appliances being used in his premises to ascertain the correct position about electricity consumption. But the representatives of the BSES Rajdhani Power Limited stated that the complainant is not cooperating at all and there is no response from the complainant.

3. Directions of the PGC:

3.1 In view of the above observations, the Commission notes that complainant is not interested in pursuing his case and is not cooperating with the respondent department. Hence, the case stands closed in the Commission. The complainant is advised to approach the concerned authorities of the respondent department i.e. BSES Rajdhani Power Limited, for further necessary action in the matter.

3.2 Head, Customer Case, BSES, Rajdhani Power Limited is requested look into the matter for redressal of grievances of the complainant and provide clarification/guidance to the complainant in the matter, as and when he approaches them.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2020/A.II/Power/31 (Reopened)

Dated:

1. The Addl.Chief Secretary (Power), Deptt.of Power, GNCT of Delhi, 8th Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.

2. Head Customer Care, BSES Rajdhani Power Ltd. BSES Bhawan, C-Block, 1st Floor, Nehru Place, New Delhi-110019.
3. Manager/Customer Care-Corporate BSES Rajdhani Power Ltd.
Email: Sudarshan.Bhattacharjee@relianceada.com
4. Shri Vinod Kanojia.