

"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: 08.03.2022

Complainant : Shri Jatin Gupta.

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

Sh.Sudharshan Bhattacharya,
Sr.Manager, BSES Rajdhani Power Ltd, - Present.

Grievance No. : PGC/2021/A.II/Power/35

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

1.1 Shri Jatin Gupta has filed a grievance petition before Public Grievances Commission. It is stated that he had applied for a new electricity connection in BSES Rajdhani Power Limited, Door Step Service, for his office premises on 01st Oct.2021. A reference no. was provided vide Reference No.8005198210, 8005199478, 8005199434, 8005199040, 8005198850, 8005198801. He submitted all the documents required for a new connection and also fulfilled all the conditions required for availing a new electricity connection. BSES had assured to give a new connection within seven working days. However, he has not been given electricity connection so far.

2. **Facts emerged during the proceedings**

2.1 The representative of BSES Rajdhani Power Limited filed an action taken report. As per report *"New connection has been issued to the consumer vide CA No.153696636, 153696645, 153696650, 153696640, 153696647 at 31, Okhla Industrial Area, Phase-3, New Delhi. Meter has been installed on 26.02.2022."*

2.2 The complainant is not present.

3. **Directions of the PGC:**

3.1 In view of the action taken by BSES, Rajdhani Power Limited for redressal of the grievances of the complainant, the case stands disposed of.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/Power/35

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 Jatin Gupta.