

*"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: 08.03.2022

Complainant : Ms.Pushpa – Present.

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

Ms. Payal Mahajan  
Nodal Officer, BSES Yamuna Power Ltd,  
Sh.S.C. Gupta,  
Sr.DGM, BSES Yamuna Power Ltd – Present

Grievance No. : PGC/2021/A.II/Power/42

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

1.1 Ms. Pushpa has filed a grievance petition before Public Grievances Commission aggrieved by disconnecting electricity power supply (Meter CA No.101530773) on the name of Ms.Rajbala, without legal ground of disconnection and harassment by Sh. Suresh Chand Gupta, DGM at Office of Division Head (O&M), Nand Nagri, East of Loni Road, Delhi - 110093.

**2. Facts emerged during the proceedings**

2.1 Ms. Payal Mahajan Nodal Officer, BSES Yamuna Power Ltd filed an action taken report. As per report "*The details of the meters at the surveyed area have already been shared in the last hearing dated 15.02.2022.*

*It is informed that three premises i.e. Premises No.461, 498 and 502, Gali No.3, Chander Lok were stated by the complainant in the last*

*hearing. The site has been visited and it has been found that the meters of two premises i.e. H.No.461, Gali No.3, Chander Lok and 502, Gali No.3, Chander Lok are installed outside the premises and the four meters at premises No.498, Gali No.3, Chander Lok are installed at the common parking place.*

*The above mentioned meters were also shown to the PG Commission official during the joint visit dated 17.02.2022.*

*It is informed that as already stated in previous reply w.r.t. CA No.101530773 (Meter No.35056214) on many occasion our meter reader is not allowed to take the reading on his first visit and he is made to make repeated rounds of subject premises. Our meter reader has repeatedly complained to us about the same. Though meter reader is eventually allowed to take the meter reading from the said meter but every time he is made to visit again and again hence creating hurdles in his smooth functioning, necessitating us to shift the first meter outside near the second meter.*

*Even otherwise for the safety reasons, BSES has been on regular basis shifting the meters outside.*

*Meter should always be accessible to the meter reader without getting the premises unlocked or opened for the said purposes. Reference in this regard may be made to Regulations 29(3) of the Supply Code. In terms of the said regulation meter should be installed either at the entry point or outside the premises and not inside the premises as is in the case in respect of the mentioned meter.*

*Further PGC is requested to provide two weeks time to submit the report on other properties w.r.t. meter shifting.”*

It is further stated by the representative of the respondent department that there is no logic or reason for creating hindrance in shifting of the meter against First Connection at a place where second meter is installed. The same will smoothen the functioning of the meter reader as he would be in a position to take the meter reading of both the meters in one go at one place without any need of getting the subject premises opened before taking the reading of the First Meter.

She stated that disconnection of the concerned meter of the complainant was done after following proper procedure and giving due intimation/notice.

2.2 The Commission finds certain discrepancies regarding shifting of electricity meters outside the premises by BSES Yamuna Power Limited. It is found that in some cases electricity meters are inside the premises but disconnection has not been done. In some others, respondent department is insisting consumers for shifting of electricity meters outside their premises and taking action against them for non-compliance. It is also not clear that against how many houses in the locality where the meters are inside, action has been taken for disconnection, as per rules. It has also been brought to the notice of the Commission by the officials of PGC who visited the site along with BSES YPL officials as well as complainant/representative of the complainant on 17.02.2022 that in respect of five properties viz. House No.173, Gali No.01, Chander Lok Colony, House No.202, Chander Lok Colony, House No.498, Gali No.03, Chander Lok Colony, House No.389, Chander Lok Colony and House No.195, Gali No.01, Chander Lok Colony, electricity meters exists inside the main iron gates of the premises.

The Commission agrees with the submissions made by the complainant that they are residing in the area for the last thirty years and there were no problems to the respondent department earlier in taking/checking meter reading. The Commission is of the opinion that same rules/guidelines should be applied in every case. Every consumer should be treated equally in a fair manner and there should be no disparity.

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

3.1 Head Customer Care, BSES, Yamuna Power Limited is requested to first re-connect the electricity meter CA No.101530773 in respect of the complainant's premises. Thereafter, the said electricity meter be shifted outside as per rules. This exercise be completed within 15 (fifteen) days. After re-connection, if the complainant refuses to allow her electricity meter to be shifted/installed outside her premises, the respondent department

may take appropriate action for disconnection of the said meter (CA No.) again, as per rules. As stated in the Action Taken Report, a report in respect of other properties w.r.t. meter shifting be furnished to the Commission within two weeks.

3.2 The complainant is advised to cooperate with the respondent department to enable them to take appropriate action as per rules.

3.3 If the parties are not satisfied with the decision, if they so wish, may approach any other appropriate forum for settlement of dispute.

3.4 With the above observations, the case stands disposed of in the Commission.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

PGC/2021/A.II/Power/42

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. The Head Customer Care, BSES Yamuna Power Limited, Corporate Annexe, 1<sup>st</sup> Floor, CBD-III, Unity One Mall, Karkardooma, New Delhi-110092.

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3. Ms.Pushpa.