

"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
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

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

Date: 09.05.2022

Complainant : Najafgarh Vikas Manch (Regd.)

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

Shri Sudarshan Bhattacharya,
Sr.Manager, BSES Rajdhani Power Ltd.

Grievance No. : PGC/2022/A.II/Power/05

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

1.1 A grievance has been received from Najafgarh Vikas Manch (Regd.) regarding daily power cut in the night in 30 villages and 50 colonies under BSES Jafarpur Division.

2. **Facts emerged during the proceedings**

2.1 An action taken report has been received from Shri Dipankar Majumdar, Addl. Vice President, Head Customer Care, BSES Rajdhani Power Ltd. As per report, the subject complaint has been redressed by BSES RPL and the complainant is fully satisfied with the response of BRPL.

A copy of the email dated 4.5.2022 of the complainant has been enclosed with the Status Report wherein it is mentioned that the residents of the concerned area feel satisfied with the action taken by BSES and the present matter be delisted for hearing.

1.2 The complainant is not present.

1.3 The Commission feels that the respondent department, BSES RPL should devise a mechanism viz. through public address system, sending sms on the

registered mobile numbers of the consumers etc. to inform them about power cuts in the area during specific days & time citing reasons so that the consumers do not feel harassed and are not compelled to approach various forums for redressal of their grievances.

3. Directions of the PGC:

3.1 Keeping in view the above, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2022/A.II/Power/05

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. Najafgarh Vikas Manch(Regd.)