

“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”

By Speed Post / Messenger / Email

PUBLIC GRIEVANCES COMMISSION

(Govt. of NCT of Delhi)

M-Block, Vikas Bhawan, I. P. Estate, New Delhi-110110

Tel No. 011- 23379900, 23379901, 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: 14.06.2022

Complainant : Smt. Bimla Devi – Present.

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

Sh.Sudarshan Bhattacharya,
Manager, BSES Rajdhani Power Ltd.- Present.

Grievance No. : PGC/2022/A.II/Power/18

1. Brief facts of the case.

1.1 Smt. Bimla Devi filed a grievance petition before the Public Grievances Commission requesting for correction in address of Consumer in Electricity Bill (CA No.153530105).

2. Facts emerged during the proceedings

2.1 Sh.Sudarshan Bhattacharya, Senior Manager, BSES Rajdhani Power Ltd. filed an Action Taken Report. As per report, “Address had already been corrected by the BRPL Operation Team against CA No.153530105 in the name of Ms. Bimla and same has been informed to her vide letter No.BRPL/CG/GEN406/3833 dated 05.05.2022.”

2.2 The complainant expressed satisfaction over action taken by the respondent department and stated that the needful has been done by the department. She also thanked the Commission for expeditious redressal of her grievances. However, she raised concern about the misbehaviour by the officers of the respondent department with her when she approached them with the request to do the needful. She was

compelled by the respondent department to approach the Commission for redressal of her grievances.

3. Directions of the PGC:

3.1 In view of the action taken by the respondent department, BSES Rajdhani Power Ltd., the matter stands disposed of. However, the Head, Customer Care, BSES Rajdhani Power Ltd. is requested to look into the matter of misbehaviour and harassment on the part of concerned officers. Cordial relationship with the consumers should be maintained and efforts should be made to redress their grievances efficiently and promptly.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2022/A.II/Power/18

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. 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. Smt. Bimla Devi