

*“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: 21.01.2021

Complainant : Sh. Abhishek Chaurasia
Respondent : Principal Secretary (Power),
Govt. of NCT of Delhi.

1. Brief facts of the complaint

- 1.1 Sh. Abhishek Chaurasia has filed a grievance in PGC regarding non installation of new connection of 1 Kw domestic meter at his residence: House No. 2523, First Floor, Churiwalan, Sitaram Bazar, Delhi – 110006. He wanted intervention of the Commission for redressal of his grievance.

2. Facts emerged during the proceedings

- 2.1 An e-mail dated 19.01.2021 was received from Ms. Payal Mahajan, BSES YPL mentioning therein e-mail dated 23.12.2020 addressed to the Commission stating therein that :-
“The new connection request against order No. 8004571573 has already been released. The consumer has telephonically stated that there is no pending grievance.”
- 2.2 The complainant was not present in the hearing. However, an e-mail sent by him dated 15.01.2021 was furnished during the hearing stating that his case has been resolved.

3. Directions

- 3.1 The case stands disposed of as the BSES YPL through e-mail dated 19.01.2021 submitted that new connection request for domestic meter has been released. The complainant also through e-mail dated 15.01.2021 also requested that his grievance has been resolved. Further, the complainant is

at liberty to approach BSES YPL as well as the Commission in case he has any further grievance with regard to his present complaint.

o/c

Mrs. Madhusaran

(SMT. MADHU SHARAN)
MEMBER (PGC)

No.PGC/2020/A.II/Power/29 13750-252

Dated: 27/01/2021

Copy to:

- 1 The Principal 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 YPL, Corporate Annexe-1st floor, CBD-III, Aggarwal Fun City Mall Karkardooma, Delhi
3. Sh. Abhishek Chaurasia, R/o: House No. 2523, First Floor, Churiwala, Sitaram Bazar, Delhi – 110006.

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