

"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: 28.01.2021

Complainant : Shri Sunil Aggarwal,
Respondent : Principal Secretary (Power),
Govt. of NCT of Delhi.
Through
Sh.Sudharshan Bhattacharya,
Manager, BSES Rajdhani
Power Limited – Present.
Grievance No. : PGC/2020/A.II/Power/33

1. Brief facts of the complaint

- 1.1 Shri Sunil Aggarwal, filed a grievance in PGC aggrieved by disconnection of Electricity Connection CA No. 152758865 by BSES Rajdhani Power Limited.
- 1.2 The complainant in his grievance petition has stated that he had informed BRPL to disconnect the above said Electricity Meter on 30th July, 2020 since his lease rent agreement with the tenant residing in the said property had expired and was not renewed. Besides, she (tenant) is not paying overdue electricity bill of Rs.25,310/-. But no action was taken by BRPL and they continued to supply electricity in the said property.
- On 05th November, 2020, Divisional Manager (Dwarka) issued notice to disconnect the electricity bill if outstanding payment of Rs.38,760/- (as on 12th October, 2020) as per bill dated 26th Sept.2020) was not paid within 03 days. No payment was received from the tenant till 08th November, 2020 still BRPL did not disconnect the connection. On enquiry with BRPL on 12th November, 2020, it was learnt that the lineman had collected a cheque of Rs.43,510/- (as per bill dated 26th October, 2020) dated 25th Nov.2020. On 25th November, 2020, the complainant got a message that a cheque for Rs.43,510/- has been received and and banked with payment credit subject to realization. On 27th November, 2020, the complainant got a text message

that payment of Rs.43,510/- has been received. On 02nd December, 2020, the complainant got another text message from BRPL stating that the "Bank has informed that Cheque No.051791 for Rs.43,510/- CA No.152758865 has been returned unpaid. Pls. pay by Cash/DD now."

2. Facts emerged during the proceedings

2.1 Shri Sudharshan Battacharya, Manager, BSES Rajdhani Power was present in the hearing and has submitted an Action Taken Report dated 27.01.2021 stating therein that:-

"Till date, Division have not received any documents regarding device removal from the registered consumer from any resource.

Bill is in order and user is making payment on time. Last payment received of Rs.2780/- on dated 10.01.2021 and now current pending bill is Zero."

2.2 The complainant was not present in the hearing.

3. Directions

3.1 The case is disposed of as the subject grievance has been resolved by the BSES RPL as submitted by the BSES RPL's representative in the form of ATR dated 27.01.2021. The complainant is also not interested in pursuing the case. Further, the complainant is at liberty to approach BSES RPL as well as the Commission in case he has any further grievance with regard to his present complaint.

Mrs. Madhu Sharan

O/C

**(MRS. MADHU SHARAN)
MEMBER (PGC)**

PGC/2020/A.II/Power/33

13588-591

Dated: *01/02/2021*

- 1 Pr.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 Limited, Regd. Office, BSES Bhawan, C-Block, 1st Floor, Nehru Place, New Delhi-110019.
3. Shri Dilip Singh, President, RWA, Dharam CGHS Ltd. Plot No.18, Sector-18A, Dwarka, New Delhi-110078
E mail: dharamcghs@gmail.com
4. Shri Sunil Aggarwal, E mail ID: sunilag132@yahoo.co.in