

*"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 : Mrs. Neeru Narula
Respondent : Principal Secretary (Power),
Govt. of NCT of Delhi

1. Brief facts of the complaint

1.1 Mrs. Neeru Narula has filed a grievance in PGC regarding non installation of new connection of domestic meter in her flat. Further, she is receiving bill in respect of commercial meter for many months which is on the higher side. Therefore, she wanted intervention of the Commission for redressal of her grievance.

2. Facts emerged during the proceedings

2.1 An e-mail dated 18.01.2021 was received from Sh. Sudarshan Bhattacharya, BSES RPL stating therein that:-

"Complaint of Ms. Neeru Narula related to new connection for domestic meter has been resolved."

2.2 The complainant was not present in the hearing. However, an e-mail from Sh. Sarthak Narula, complainant's son dated 15.01.2021 was furnished during the hearing stating therein that domestic meter has been installed in his flat and requested to close the case being heard in the Commission.

3. Directions

3.1 The case stands disposed of as a letter was received from the complainant's son clearly stating that the grievance has been redressed to his satisfaction. Further, the complainant is at liberty to approach BSES RPL as well as the Commission in case she has any further grievance with regard to her present complaint.

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Mrs. Madhusaran
(SMT. MADHU SHARAN)
MEMBER (PGC)

No.PGC/2020/A.II/Power/28

Dated:

No. 13247-249

dt 25/01/2021

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 Rajdhani Power Limited, BSES Bhawan,
C-Block, 1st Floor, Nehru Place, New Delhi-110019.
3. Mrs. Neeru Narula, R/o: C-40, U.G.F., Mansa Ram Park, Uttam Nagar,
New Delhi – 110059.

e-mail: sarthak.narula.111@gmail.com.