

**PUBLIC GRIEVANCES COMMISSION**  
**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**M-Block , I.P. Estate (near ITO) Vikas Bhawan: New Delhi-2**  
**Order under Para 2(B) of the PGC Resolution No. F.4/14/94-AR/dt. 25.9.97**

Date of hearing: 26.11.2019

Complainant : Ms.Parul Garg - Absent

Respondent : The Principal Secretary (Power)  
Govt. NCT of Delhi

Ms.Payal Mahajan, BYPL - Present

Grievance No. : PGC/2019/Power/17

Grievance date : 11.10.2019

**1 Brief facts of the complaint**

- 1.1 Ms. Parul Garg has filed a grievance petition before Public Grievances Commission on 11.10.2019 regarding installation of new electric connection in their office 4<sup>th</sup> floor, Neelkanth Chamber-2, LSC, Saini Enclave, Delhi-110 092.

**2. Facts emerged during the proceedings.**

- 2.1 The complainant is not present in the hearing today.
- 2.2 The representative of the Ms. Payal Mahajan , DGM, BYPL has submitted an ATR which is taken on record stating therein that “the complainant has not completed the commercial formalities of new connection against order no. 8004130197. An e-mail dt.14.10.2019 has already been sent to the applicant in this regard.

**3. Directions**

- 3.1 The complainant is advised to complete all the commercial formalities regarding new connection and if necessary meet Ms. Payal Mahajan, DGM (her Mobile no. is 8010928833) for any query.
- 3.2 The Commission advises the DGM, BYPL to resolve the grievances of the complainant and send an ATR in the Commission.
- 3.3 With the above directions, the commission has decided to close the case.

**(Sanjey Puri)**  
**Member PGC**

Copy to:

- 1** The Principal Secretary (Power), Deptt.of Power, GNCT of Delhi, 8<sup>th</sup> Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
- 2** The Head Customer Care, BYPL, Corporate Annexe-Ist floor, CBD-III, Aggarwal Fun City Mall Karkardooma, Delhi
- 3** Ms.Parul Garg