

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: 08.07.2020

Complainant : Sahni Times News Paper

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

Sh. Piyush Aggarwal, DGM (Legal)

Sh. Digvijay, BRPL - Present

Grievance No. : PGC/2019/Power/19

Grievance date : 21.10.2019

1. Brief facts of the complaint

- 1.1 Sahni Times News Paper has filed a grievance petition before Public Grievances Commission on 21.10.2019 regarding change of his residential area name in his electricity bill from Hari Nagar Ghanta Ghar to Hari Nagar Shaheed Pawan Shahni Chowk.

2. Facts emerged during the proceedings.

- 2.1 The complainant stated that in the records of MCD and Govt. of Delhi his residential area name has been changed as Hari Nagar Shaheed Pawan Sahni Chowk but in the electricity bills, the name of his residential area has not been changed so far.
- 2.2 Sh. Sudarshan Bhattacharya, Manager, BRPL has submitted an ATR stating therein that *"BRPL has incorporated the office address change on backside of electricity bill as **G-8 Area Maya Enclave, near Shaheed Pawan Sahani Chowk, Hari Nagar, New Delhi – 110064.** (Copy of electricity bill attached).* Moreover, necessary changes of office address as above has been made at www.bsesdelhi.com website also (Copy attached).

2.3 Sh. Sudarshan Bhattacharya, Manager, BRPL has requested the Commission to close the case since the needful action has been taken to resolve the grievance of the complainant.

3. **Directions**

3.1 The case stands disposed of in the Commission with the direction to change the name of the complainant in the first page of electricity bill also so that it appear prominently in the electricity bill. Further, the complainant is at liberty to approach BSES as well as the Commission in case he has any further grievance with regard to his present complaint.

(SMT. MADHU SHARAN)
MEMBER (PGC)

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 Ist Floor, New Place, New Delhi-110 019.
- 3 The Secretary Member, South DMC, Dr.S P Mukherjee Civi Centre,J.L.Nehru Marg,New Delhi-110 002.
- 4 The Executive Engineer (Maintenance-1)(West Zone),Opposite Madhav Park, Rajouri Garden, New Delhi- (A copy of resolution is enclosed for your ready reference).
- 5 Sahni Times News Paper, Sahni Times