

*“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
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: 16.12.2020

Complainant : Sh. Kewal Singh Rawat

Respondent : Principal Secretary,
Department of Power,
Govt. of NCT of Delhi
through
Shri Prabhat Sharma,
Senior Executive (TPDDL) - Present

Grievance No. : PGC/2020/Power/24

1. Brief facts of the complaint

- 1.1 Sh. Kewal Singh Rawat has filed a grievance in PGC regarding payment of less interest of Rs.98/- (instead of Rs.240/-) on his security deposit with BRPL, adding of Rs.1186/- in current bill as 'Other Charge' which is unjustifiable and unfair demand of BRPL of Rs.900/- more for load retaining.

2. Facts emerged during the proceedings.

- 2.1 Shri Prabhat Sharma, Senior Executive (TPDDL) was present in the hearing and filed an Action Taken Report dated 04.11.2020 and the same is taken on record stating that:-

“The complainant has raised issue with respect to connection pertaining to BRPL and TPDDL has no role to play. Therefore, we request PGC to forward the complaint to concerned utility to review and take further action in this regard.”

- 2.2 The complainant was not present in the hearing. However, vide his e-mail dated 15.12.2020, he has submitted that all his grievance has been resolved and bills corrected by the BRPL. Therefore, he has requested to withdraw his complaint from this forum.

3. Directions

- 3.1 The case stands disposed of as all the grievances of the complainant have been resolved as per his email dated 15.12.2020. Further, the complainant is at liberty to approach BRPL as well as the Commission in case he has any further grievance with regard to his present complaint.

(SMT. MADHU SHARAN)
MEMBER (PGC)

No. PGC/2020/Power/24

Dated :

Copy to:

1. Head Customer Care, BSES Rajdhani Power Limited, BSES Bhawan, C-Block Ist Floor, Nehru Place, New Delhi-110 019.
- 2.Sh. Kewal Singh Rawat