

*“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: 14.01.2021

Complainant : Sh. Shankar Shah

Respondent : Principal Secretary (Power),
Govt. of NCT of Delhi
through
Sh. Sudarshan Bhattacharya,
BSES RPL - Present.

1. Brief facts of the complaint

- 1.1 Sh. Shankar Shah has filed a grievance in PGC regarding receiving excess bill of Rs.33000/- for 5171 units consumed in five month period, which is much higher than the average bill received by him. He wanted intervention of the Commission for redressal of his grievance.

2. Facts emerged during the proceedings

- 2.1 Sh. Sudarshan Bhattacharya from BSES RPL was present in the hearing and submitted a letter from Sh. Praveen Dalla, Commercial Officer, Dwarka Division, BSES RPL dated 07.01.2021 addressed to the Principal Secretary (Power), GNCT of Delhi, stating therein:-
“Bill has been revised and now bill is in order. Consumer is satisfied and provided the satisfaction letter.”
- 2.2 The complainant was not present in the hearing. However, a letter from him addressed to the Principal Secretary (Power), GNCT of Delhi was furnished during the hearing stating that his case has been resolved and he has no further issues with the BSES regarding his complaint.

3. Directions

- 3.1 The case stands disposed of as the BSES RPL representative present in the hearing submitted that the bill contested by the complainant has been revised and also furnished a letter from the complainant 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 he has any further grievance with regard to his present complaint.

(SMT. MADHU SHARAN)
MEMBER (PGC)

No.PGC/2020/A.II/Power/30

Dated:

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. Sh. Shankar Shah