

“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: 10.03.2021

Complainant : Sh.Sanjeev Kumar Dogra.
Respondent : Principal Secretary (Power),
Govt. of NCT of Delhi.
Through Sh.Sudharshan Bhattacharya,
Manager, BSES RPL, -Present.
Grievance No. : PGC/2021/A.II/Power/10

1. Brief facts of the case.

1.1 Sh.Sanjeev Kumar Dogra, filed a grievance petition before Public Grievances Commission, aggrieved by inflated bill to the tune of Rs.37,200/- in respect of Electricity Meter CA No.150275582.

2. Facts emerged during the proceedings

2.1 Sh.Sudharshan Bhattacharya, Manager, BSES RPL filed an action taken report. It is stated in the report that *“As per meter testing report, meter running without load; revise the bill on previous consumption base w.e.f. 14.10.2020 to 22.01.2021; bill handed over to the consumer and he has made the payment of Rs.3820/- on 04.02.2021. Now, the consumer is satisfied.”*

2.2 The complainant is not present today. However, when telephonically contacted today, he informed the Commission that his grievance has been resolved to his satisfaction. He also stated that he has also given in writing in this regard. He also thanked the Commission.

3. Directions of the PGC:

3.1 In view of the prompt redressal of grievance of the complainant by the respondent department/BSES Rajdhani Power Ltd. the case is disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/Power/10

Dated:

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 Ltd. BSES Bhawan, C-Block, 1st Floor, Nehru Place, New Delhi-110019.
3. Sh.Sanjeev Kumar Dogra.