

***“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: 03.03.2021

Complainant : Ms.Pushpa.  
Shri Satish Kumar on behalf of the complainant.

Respondent : Principal Secretary (Power),  
Govt. of NCT of Delhi.  
Through Ms. Payal Mahajan,  
DGM/Nodal Officer, BSES YPL,- Present.

Grievance No. : PGC/2019/A.II/Power/26

**1. Brief facts of the case.**

1.1 Ms. Pushpa Devi filed a grievance petition before Public Grievances Commission on 13.11.2019 regarding installation of new electricity connection in her premises at House No.12/232, 2<sup>nd</sup> Floor, Block-12, Trilokpuri, Delhi-110091.

**2. Facts emerged during the proceedings**

2.1 Ms. Payal Mahajan, Nodal Officer, BSES YPL filed an action taken report. It is stated in the report that *“The meter against temporary connection (order No.8004797359) has been installed dated 22.02.2021.*

*The security amount against the mentioned connection has been levied as the DERC Regulations for temporary connection.*

*The electricity tariff will be applicable as per the DERC Electricity Tariff Schedule for temporary domestic connection.*

*Moreover, as per letter dated 20.03.2008 from Hon’ble DERC, subsidy shall not be applicable to temporary connections of any nature or duration.”*

2.2 The representative of the complainant expressed satisfaction over action taken by the respondent department. He also thanked the Commission for expeditious redressal of grievances.

**3. Directions of the PGC:**

3.1. In view of the action taken by BSES Yamuna Power Limited on the grievance of the complainant, the case stands disposed of in the Commission.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

PGC/2019/A.II/Power/26

Dated:

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, BSES YPL, Corporate Annexe-1<sup>st</sup> Floor, CBD-III, Near Aggarwal Fun City Mall, Karkardooma, Delhi-110092.
3. Smt. Pushpa Devi.