

“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: 15.06.2021

Complainant : Ms.Neelam Bansal,
Respondent : Addl.Chief Secretary (Power),
Govt. of NCT of Delhi.
Grievance No. : PGC/2021/A.II/Power/28

1. Brief facts of the case.

1.1 Ms. Neelam Bansal filed a grievance petition before Public Grievances Commission aggrieved by non-installation of meter against the connection No.8004773772.

2. Facts emerged during the proceedings

2.1 An action taken report has been received from Ms. Payal Mahajan, Nodal Officer/Customer Care, BSES YPL, through email dated May, 07, 2021. It is stated in the report that the meter against the said connection (Order No.8004773772) has already been installed.

A letter dated 13.04.2021 from the consumer expressing her satisfaction has also been enclosed.

2.3 In the enclosed letter dated 13.04.2021 enclosed with the action taken report by the respondent department, the husband of the complainant stated that demand note for connection No.8004773772 has been received by her. Further, she is satisfied by the resolution provided by BSES Yamuna to her and she is taking back/withdrawing all her complaints.

3. Directions of the PGC:

3.1 In view of the prompt action taken by the respondent department and also complainant expressing satisfaction with regard to redressal of her grievances, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/Power/28

Dated:

1. Addl.Chief Secretary (Power), Deptt.of Power, GNCT of Delhi, 8th Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
2. The Head Customer Care, BSES YPL, Corporate Annexe, 1st Floor, CBD-III, Near Aggarwal Fun City Mall, Karkardooma, New Delhi-110092.
E mail: payal.mahajan@relianceada.com.
3. Ms.Neelam Bansal.