

*“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: 17.03.2021

Complainant : Sh.A.B. Shukla,  
Respondent : Principal Secretary (Power),  
Govt. of NCT of Delhi.  
Through Sh.Sudharshan Bhattacharya,  
Manager, BSES RPL - Present.  
Grievance No. : PGC/2021/A.II/Power/14

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

1.1 Sh.A.B. Shukla, filed a grievance petition before Public Grievances Commission, aggrieved by non-installation of power cable for CA No.153018341 FF and 60295547 against CA No.153005813 at E-218/219, Pocket-III, DDA Flats, Bindapur, New Delhi-110059.

**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 DERC guidelines, if more than one connection in a premise/complex are energized using a single service line or a cable, all such connections shall be energized using the bus-bars only without looping with other meters.*

*As far as Service Line and Development Charges are concerned, SLDC are not only for providing service line but also for the development of the area, these charges are charged once in a lifetime for releasing a new connection and are not refundable.”*

2.2 The complainant is not present. However, when telephonically contacted today, he stated that the next hearing in this case in CGRF is listed for 25.03.2021 and he will pursue this case in Consumer Grievances Redressal Forum.

**3. Directions of the PGC:**

3.1 In view of the submissions made by the complainant telephonically, the case is closed in the Commission.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

PGC/2021/A.II/Power/14

Dated:

1. Addl.Chief Secretary (Power),, Deptt.of Power, GNCT of Delhi, 8<sup>th</sup> Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
2. Head, Customer Care, BSES Rajdhani Power Ltd. BSES Bhawan, C-Block, 1<sup>st</sup> Floor, Nehru Place, New Delhi-110019.
3. Sh.A.B. Shukla.