

*“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: 18.03.2021

Complainant : Ms. Sushmita Bakshi.  
Respondent : Addl.Chief Secretary (Power),  
Govt. of NCT of Delhi.  
Through Sh.Sudharshan Bhattacharya,  
Manager, BSES RPL - Present.  
Grievance No. : PGC/2021/A.II/Power/26

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

1.1 A grievance petition has been received from Ms. Sushmita Bakshi, President, Nizamuddin East Colony Association, with regard to receiving of inflated electricity bills by several residents of the area. She has requested for getting the meters or the distribution lines checked.

**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 *“All 12 Meter nos. attached with the grievance has been tested and found that all the meters have been running within the permissible limit only. 01 meter cannot be tested due to refusal of consumer. Moreover, the bills have also been re-verified and found that bills raised correctly based on digitally downloaded meter reading only.*

*The complainants can get the meter tested through CPRI, Govt.of NCT of Delhi, Deptt.of Power, Public Grievances Cell, Tagore Road, Minto Road, New Delhi-2 (Phone No.23234028, 23230593, 23236596 Fax: 23234742 by depositing an amount of Rs.200/- for single phase and Rs.500/- for three phase meter through deposit of DD in favour of “Delhi Transco Ltd.”*

**3. Directions of the PGC:**

3.1 The case of the complainant is closed in the Commission in view of the prompt action and submissions made by the representative of BSES Rajdhani Power Limited. The complainant is advised to do the needful, as suggested by the respondent department.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

PGC/2021/A.II/Power/26

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. Ms.Sushmita Bakshi.