

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
E mail: pgcdelhi@nic.in**

**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated
25.9.97**

Date of hearing: 06.07.2021

Complainant : Sh.Vijay Verma.

Respondent : Addl.Chief Secretary (Power),
Govt. of NCT of Delhi.

Sh.Sudarshan Bhattacharya,
Manager, BSES Rajdhani Power Ltd. - Present.

Grievance No. : PGC/2021/A.II/Power/31

1. Brief facts of the case.

1.1 Shri Vijay Verma filed a grievance petition before the Public Grievances Commission aggrieved by non-providing of new electricity connection at B-375, IInd Floor, C.R. Park, New Delhi (Old Meter No. K.2510N1820629).

2. Facts emerged during the proceedings

2.1 An action taken report, which is a letter addressed to Shri Vijiay Verma, complainant, has been filed by Sh.Sudarshan Bhattacharya, Manager, BSES Rajdhani Power Ltd. It is stated in the letter that “*Commercial formalities are incomplete in the applied new connection Order No.8004817696 and provided contact no. does not pertain to you. Hence, at this stage, BSES RPL is unable to process your request. It is requested to visit BSES Bijli Digi Seva Kendra, BSES Bhawan, Nehru Place, New Delhi, for completing the commercial formalities and update personal information.*”

2.2 It is further stated by the representative of BSES RPL that despite numerous efforts the complainant could not be contacted.

2.3 The complainant is not present.

3. Directions of the PGC:

3.1 In view of the above, the case of the complainant stands disposed of with the advice to the complainant to contact the concerned officers of the respondent department for completing commercial formalities to enable the respondent department to take prompt action in the matter.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2021/A.II/Power/21

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. Head, Customer Care, BSES Rajdhani Power Ltd. BSES Bhawan, C-Block, 1st Floor, Nehru Place, New Delhi-110019.
3. Manager/Customer Care-Corporate BSES Rajdhani Power Ltd.
Email: Sudarshan.Bhattacharjee@relianceada.com
4. Shri Vijay Verma.