PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903
Website : www.pgc.delhigovt.nic.in 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: 05.11.2026

Complainant	:	Sh. Shashank C.Patel
Respondent	:	Addl. Chief Secretary, Power Department, Govt. of NCT of Delhi
Grievance No.	:	PGC/2026/Power/675

1. Brief facts of the complaint

Sh. Shashank C.Patel has filed a grievance in the Commission regarding repeated and mechanically rejected applications by BSES Yamuna Power Limited (BYPL) for a new electricity connection at E-2/12, Ground Floor, Plot No.12, Jhandewalan Scheme E, Block II, New Delhi – 110055 by wrongly relying upon Meter No. 19009576 which is mapped to ground floor but being used by first floor.

2. Proceedings in the Public Grievances Commission

The PGC has convened first hearing in the matter on 05.11.2026, wherein the following were present :

Complainant	:	Present
Respondent	:	Sh. A. Kartikeya, Noddal Officer, BYPL

3. Relevant facts that emerged during the hearing :

Sh. A. Kartikeya, Nodal Officer, BYPL was present in the hearing and submitted a status report stating that :

"Subject: Regarding the PGC Grievance of Sh. Shashank C. patel regarding new electricity connection.

This is in reference to the letter addressed to Department of Power vide against Letter No PGC/2026/Annexil/power/675/11256 dated 23.10.2026. In this regard, it is respectfully submitted that the matter was examined by the concerned department of BSES Yamuna Power Limited, including a site inspection and verification of the premises and the existing electricity connections. During the site inspection, it was observed that the premises comprise a Ground + 4 floors structure, consisting of six units, against which six electricity meters/connections are already installed and operational.

Further, it was specifically observed that an electricity meter bearing Meter No. 19009576 was already installed at the premises and, at the time of the site visit conducted pursuant to the new connection application, the electricity supply to the portion for which the additional connection was sought was found to be running through the said existing meter.

Accordingly, the request for an additional new electricity connection was not acceded to, as all six units at the premises were already covered by existing electricity connections, and the applied portion was also found to be receiving electricity supply through the existing Meter No. 19009576.

In view of the above site visit observations and the availability of existing electricity connections corresponding to all six units, the application for an additional electricity connection was rejected.

The above submission is placed before the Hon'ble Commission for its kind perusal and consideration."

3.2 Status Report filed by the department has been taken on record.

4. Recommendations of the PGC :

Shri A. Kartikeya, Nodal Officer, BSES Yamuna Power Ltd. is advised to explore the possibilities for installation of an additional electricity meter, as per Rules.

With the above directions the matter stands closed at the level of the Commission.

(R.P.UPADHYAYA), IPS (RETD.)
MEMBER

No. PGC/2026/Power/675/ 12749-750 Dated: 13/11/26

To:

Sh. A. Kartikeya, Nodal Officer, BSES Yamuna Power Ltd., Shakti Kiran Building, Karkardooma, Delhi - 110032

Copy for information to :

Shri Shashank C.Patel, E-2/12, Ground Floor, Plot No.12, Jhandewalan Scheme E, Block II, New Delhi – 110055