

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.delhi.govt.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: 13.03.2025

Complainant : Smt Nargis Bano
Respondent : Addl. Chief Secretary,
Power Department, GNCT of Delhi
Grievance No. : PGC/2022/Power/20

1. Brief facts of the complaint

Smt. Nargis Bano has filed a grievance in PGC regarding non cooperation of BSES Yamuna Power Ltd. for change of her electricity meter which was burnt in October, 2021. The matter was taken up for hearing and the hearing was held on 26.07.2022. As it is that hearings could not be held due to some administrative reasons.

2. Proceedings in the Public Grievances Commission

Now after resumption of hearings in the Commission first hearing in the matter was held on 13.03.2025 wherein the following are present:

Complainant : Present through Sh. Mohdieba
Respondent : Sh. A. Karthik,
Sr. Manager, BYPL
Sh. K. Jagatheesh,
General Manager, BYPL
Sh. Anand Shukla,
SO, Power Deptt

3. Relevant facts that emerged during the hearing

3.1 Sh. A. Karthik, Sr. Manager, BYPL is present in the hearing and submitted a status report stating that :

"This is in reference to the letter vide against letter No. PGC/2022/All/Power/(25)/5249 dated 17.02.2025 on the subject cited PGC grievance.

13/3/25

In this regard we wish to submit that the details regarding the burnt meter replacement relate to the subject grievance was already submitted to Hon'ble Commission vide letter dated 26.09.2022.

We once again reiterate before the Hon'ble Commission that BYPL was unable to replace the burnt meter against CA No. 152548609 due to missing of meter at the electricity sanctioned premises. The details of the complaint are as under.

| Order No. | Date | Purpose | Reason for cancellation | Date of cancellation |
|------------|------------|----------------------------|-------------------------------|----------------------|
| 1026939042 | 10.03.2021 | Replacement of burnt meter | Burnt meter not found at site | 16.03.2021 |
| 1027020820 | 22.03.2021 | Replacement of burnt meter | Burnt meter not found at site | 25.03.2021 |

After the PGC complaint, the complainant Ms. Nagis Bano has registered a case (CG No. 227/2022) with the Consumer Grievance Redressal Forum in the year 2023 for the same grievance of burnt meter replacement and transfer of other dues against the CA No. 152548609. The Complainant, Ms. Nargis Bano, on the orders of the Hon'ble CGRF that has submitted a FIR for missing of meter against her electricity connection.

After hearing the submissions of both the parties, the Hon'ble CGRF through its order dated 27.02.2023 has directed the complainant to apply for new connection as the existing connection against CA No. 152548609 could not be restored due to dormant status of the same. The Hon'ble CGRF has also directed BYPL to raise assessment bill for the period during which the supply remained in bypass condition along with recovery pro-rata dues for the dues transferred connection in the name of Qyamuddin. The copy of the CGRF order has been attached for reference.

After the CGRF order, we have also conducted a site visit on 10.02.2025 and the meter against CA No. 152548609 was not found at site at the time of site visit.

Hence we kindly submit that BYPL is unable to replace the burnt meter either on meter burnt grounds or meter lost grounds due to the fact that the electricity connection against CA No. 152548609 has turned dormant. As such the complainant needs to apply for new connection and complete all the required formalities including payment of the outstanding dues payable by her."

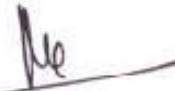
3.2 Representative of the complainant agreed to the fact that the pending dues of BYPL will be paid by her. A final bill from BYPL was handed over to him in today's hearing and advised to pay all the dues and then apply afresh for installation of new connection.

4. Recommendations of the PGC

4.1 Sh. A. Karthik, Sr. Manager, BYPL is advised to complete the formalities of installation of new connection, once the old dues, as per the final bill are paid by the complainant.

4.2 Complainant is advised to pay all the pending dues of BYPL and thereafter apply for installation of new connection at her premises.

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


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

No. PGC/2022/Power/20/ 5977

Dated : 18/3/25

To.

Sh. A. Karthik, Sr. Manager, BSES Yamuna Power Ltd., Shakti Kiran Building,
Karkardooma, Delhi - 110032

Copy for information to :

Smt. Nargis Bano, R/o H.No. 7189, 2nd floor, Gali Gadhaiya, Quraish Nagar,
Delhi - 110006