

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
Order under Para 2(B) of the PGC Resolution No. F.4/14/94-AR/dt. 25.9.97

Dated: 8.5.2018

Complainant : Sh.Ratan Kumar
Respondent : TPDDL
Grievance No. : PGC/2017/Power/10
Grievance filed on : 3.11.2017
First hearing in PGC : 5.12.2017
scheduled on

1. Brief facts of the complaint

A complaint was received in PGC from Sh. Ratan Kumar regarding not getting power connection for the last 5 months. He has requested PGC to do the needful.

2. Proceedings in the Public Grievances Commission

The PGC convened its first hearing on the complaint on 5.12.2017, 2.1.2018, 6.2.2018, 7.3.2018, 27.3.2018 and latest on 8.5.2018 wherein the complainant as well as the respondent from the department were called.

Complainant:	Present
Respondent:	Sh. Sanjay Kumar Gupta, Manager, TPDDL Sh. A.V. Sharma, AE (B) CLZ

An ATR was filed by HOG (PA,CL&IB) TPDDL stating therein that:-

“An investigation has been done thoroughly by the concern team regarding the allegations made by complainant and found that the allegations made by complainant are baseless and far away from the facts. We have already sent reply to complainant through E-mail. The copy of the same is enclosed .”

Another ATR has been filed by Asstt. Engineer (B),CL Zone stating therein that:-

“Sh. Suresh Dua E (B) North DMC along with officials of TPDDL inspected the Khasra No. 18/6, Gali No. 21, A-2 Block West Sant Nagar, Burari, Delhi. During inspection the officials of TPDDL pointed out that the distance required for granting permission for electric connection is not up to the standard required for electric meter.

Due to this, electric connection could not be provided to the complainant house i.e. Khara No. 8/6, Gali No. 21, A-2 Block West Sant Nagar, Burari, Delhi.

It is also pertinent to mention here that the complainant Sh. Ratan Kumar has refused to show the other properties in his locality as per directions of the Hon'ble PGC."

The representative of the department present in today's hearing stated that joint inspection has been done .They also confirmed that the complainant has demolished the unauthorised part of his balcony which was coming in the way of power.

The complainant wants to withdraw the matter. The Commission agrees.

3. **Directions of PGC**

As the grievance of the complainant has been resolved and he wants to withdraw the case, Commission agrees.

The Commission has decided to close the case.

**(N. Dilip Kumar)
Member, PGC**

Copy to:-

- Principal Secretary, Department of Power, 8th Level, Delhi Sachivalya, I.P. Estate, New Delhi,.
- E.E. (Bldg.), CL Zone, North DMC, 16 Rajpura road, New Delhi.
- Head Customer Care, TPDDL, Cencare opposite C-2, Block Lawrence road, Keshvpuram-110 035.
- SHO,PS Burari, New Delhi.
- Sh.Ratan Kumar
- PS to the Member.