

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

Grievance No.PGC/2018/A.II/Power/09

Date of hearing: 06.02.2019

Complainant : Shri Sanjay Kr.Ambasta, Present

Respondent : Principal Secretary (Power),
Govt. of NCT of Delhi.
Through Sh.Arun Chauhan, AGM, TPDDL
Sh. Sanjay Kr.Gupta, Manager, TPDDL – Present.

1. Brief facts of the case.

1.1 Shri Sanjay Kumar Ambasta filed a complaint in PGC on 05.11.2018 complaining against TATA Power Distribution Ltd. for non-installation of electricity meter covers in Farmer's Apartment, Sector-13, Rohini.

2. Facts emerged during the proceedings

2.1 An ATR has been filed by Shri Arun Kumar Chauhan, HoG(PA&CCAG), TPDDL stating that joint site inspection was conducted on 10.1.2019 at C-Block (C-91 to C-108), Farmers Apartment, Sector-13, Rohini, in the presence of the complainant by three officers including Sh. Arun Kumar Chauhan, AGM, Shri Anuj Kumar (Zonal Manager) and Shri Sanjay Kumar Gupta (Manager). During the site visit, several options were explored like revamping of existing meters incoming and outgoing cables and providing meter panel board etc. The complainant has sought time for discussion the same with other concerned consumers regarding charges of meter shifting. Suitable action shall be taken after obtaining information from the complainant.

2.2 It was further stated by the representative of TPDDL that DERC has recently approved installation of Smart meters and the old meters will be replaced by these smart meters soon. He assured to look into matter personally and take up the case of the complainant on high priority at the time of installation of new meters in the Society.

2.3 The complainant is also satisfied over the action taken by the Department and agreeable to the submissions made by the representative of the TPDDL during the proceedings and is also agreeable to the closure of the case in the Commission.

3. Directions

3.1 In view of the assurance given by HoG (PA & CCAG), TPDDL, the case is disposed in the Commission with the advice to take immediate action and preventive steps on priority by covering the electrical meters appropriately installed on the above location and ensure safety of the residents.

**(MRS. MADHU SHARAN)
MEMBER(PGC)**

No.PGC/2018/A.II/Power/09

Dated:

Copy to:

- The Principal Secretary (Power), Deptt.of Power, GNCT of Delhi, 8th Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
- AGM, Head of Group, Performance Assurance Group, TPDDL, Cencare Building, C-2 Block Lawrence Road, Keshav Puram, New Delhi.
- 3. Shri Sanjay Kumar Ambasta.