

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

Date of hearing: 14.08.2019

Complainant : Shri Sandeep Sadhu

Respondent : Principal Secretary (Power),
Govt. of NCT of Delhi.
Through Sudharshan Bhattacharya,
Manager, BSES RPL.
Shri Piyush Garg,
Sr. Manager, O&M, – Present

Grievance No. : PGC/2019/A.II/Power/11

1. Brief facts of the case.

1.1 Shri Sandeep Sadhu has filed a grievance in PGC regarding unscheduled and rising power cuts in the area of Vipin Garden, Kashmiri Gali near Dwarka Mor Metro Station. It further stated that, as a result, the residents are facing lots of problems. He has requested for needful action in the matter by BSES authorities.

2. Facts emerged during the proceedings

2.1 Shri Piyush Garg, Senior Manager, BSES Rajdhani Power Limited filed a report. The same has been perused and taken on record.

As per report, the site in Kashmiri Gali has been visited many a times by the BSES officials but in absence of any reference number (C.A. No.) of the consumer or his address/telephone no., the complainant could not be contacted.

Acting upon the complaint, the supply of the area is now being feeded through Vipin Garden Pathakwala Transformer. In order to provide regular power supply in this area, a new 11 KV Feeder at Laxmanpuri has been energized from New G1 Dwarka Grid on 03rd July, 2019 which directly feeds this Vipin Garden Pathakwala Transformer. Now, as a result of

above stated actions/measures, the electric supply in the area is normal and there are no power cuts.

2.2 The said grievance of the complainant though was addressed to the Hon'ble Chief Minister, Delhi yet the grievance was taken up for hearing in the Commission for expeditious redressal of grievances. The complaint is silent about the specific timings of power cuts, number of residents affected etc. and did not specify what all areas are affected.

2.3 The complainant is also not present today despite repeated messages/email as he has not mentioned his contact number or his identity.

3. Directions

3.1 From the submissions made by BSES officials, the Commission assumes that the power supply situation has been restored to normal by BSES Rajdhani Power Limited and there are no more power cuts in the area. It is further presumed that there are no complaints in this regard from the complainant. The Commission hereby decides to close the matter.

(SUDHIR YADAV)
MEMBER(PGC)

No. PGC/2019/A.II/Power/11

Copy to:

1. The Principal Secretary (Power), Deptt.of Power, GNCT of Delhi, 8th Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
2. AGM, Head of Group, BSES Rajdhani Power Ltd. BSES Bhawan, Nehru Place, New Delhi-110019.
3. Shri Sandeep Sadhu.