

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
M-Block , I.P. Estate (near ITO) Vikas Bhawan: New Delhi-2
Order under Para 2(B) of the PGC Resolution No. F.4/14/94-AR/dt. 25.9.97

Date of hearing: 09.10.2019

Complainant : Sh. P.S.Sharma - Absent

Respondent : The Principal Secretary (Power)
Govt. NCT of Delhi

Sh. Sudarshan B, BRPL - Present

Grievance No. : PGC/2019/Power/13

Grievance date : 02.07.2019

1 Brief facts of the complaint

- 1.1 Sh. P.S. Sharma has filed a grievance petition before Public Grievances Commission on 02.07.2019 regarding frequent power failure in their area Old Om Vihar C and D Block from Tikona Transformer.
- 1.2 The case was fixed for hearing on 9.10.2019.

2. Facts emerged during the proceedings.

- 2.1 The grievance filed by Sh. P.S. Sharma reveals that residents of old Om Vihar C& D block, Delhi are facing frequent power failure in their area for the last many years in summer season. All the residents of the area approached to BRPL but no action has been taken by the department.
- 2.2 Shri Sudarshan, a representative from BRPL is present in the hearing today and stated that now the grievance is sorted out. An ATR has been filed by him stating therein that:-

"It would be worthwhile to place on record our field inputs that BRPL had already replaced and installed a new 1.6 MVA DT at Tikona Park s/s before Summer 2019 from where this consumer gets supply. During entire summer in 2019 ,DT did not fail and power supply is running smoothly. Sometime short duration local shutdown was taken maximum or 1 hr to attend pole related complaints. During 1.7.2019 to 3.7.2019 peak loading in night hours, there was rotational load shedding from G-5 Grid (Matiyala Grid)."

3.3 The complainant is not present in the today's hearing.

3. **Directions:-**

3.1 The reply of the department is found satisfactory. The Commission feels that deptt. has resolved the long pending grievances of the complainant. Since the complainant is not present in the hearing, in case if he feels that the matter is not resolved he is free to approach the Commission again. With this direction the Commission has decided to dispose of the case.

(Sanjey Puri)
Member PGC

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. Head Customer Care, BSES Rajdhani Power Limited, BSES Bhawan, C-Block Ist Floor, New Place, New Delhi-110 019.
3. Sh. P. S. Sharma