

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: 08.07.2020

Complainant : Ms. Manju Sharma

Respondent : Principal Secretary (Power),
Govt. of NCT of Delhi.
through
Shri Sanjay Gupta,
Manager (TPDDL) - Present

Grievance No. : PGC/2019/A.II/Power/21
Grievance Date : 11.11.2020

1

Brief facts of the case

1.1 Ms. Manju Sharma has filed a grievance in PGC on 11.11.2019 with regards to shifting of electric pole installed in front of her house.

2. Facts emerged during the proceedings

2.1 Ms. Manju Sharma has filed a grievance regarding shifting of electric pole which is placed in front of her house. Shri Dharmender, representative of the complainant, mentioned that there are two poles (within the distance of two feet) installed by the TPDDL out of which one is in front of his gate for which he is requesting to remove /shift that to some other place. He also mentioned that this pole is also in a very bad shape and has to be removed from safety point of view.

2.2 Shri Sanjay Gupta, Manager (TPDDL) is present in the hearing and filed an Action Taken Report dated 15.06.2020 and the same is taken on record stating that *“As per advice of the Hon’ble Commission to re-examine the possibility of shifting of the subject pole (no. 513-1/45/5/2/1) towards the right corner of the subject premises close to the network supporting pole (no. 513-1/45/5/2A) keeping in view the technical viability, safety and cost, the site was again visited by TPDDL officials on 12.03.2020 in the presence of the complainant’s representative, Sh. Dharmendra Sharma.*

On site visit, it was found that if pole no. 513-1/45/5/2/1 is dismantled or removed, the span length between two poles will be increased and there will be sagging in LT ABC network, hence, the same not found technically feasible. The shifting of the subject pole 5 mtrs. approx. towards left from the existing location in between the House no. B-11 & 12 was found feasible. It may kindly be noted further that in compliance to the other advice of the Hon'ble Commission with regard to shifting of the pole at a minimal cost, Demand Note amounting Rs.37190/- vide new notification no. 2023464241 against the Demand Note amounting Rs.86870/- vide old notification no. 2022611102 has been issued waiving off the RR charges (Road Restoration charges) (copies of the same enclosed herewith).

The consumer has also been informed by our concerned official in this regard and he has paid the Demand Note amount. It is humbly submitted that TPDDL shall execute the subject pole shifting at the earliest.”

- 2.3 Shri Sanjay Gupta, Manager (TPDDL) present in the hearing stated that the TPDDL's officials inspected the applied site again on 12.03.2020 and found that the dismantling or removal of pole no. 513-1/45/5/2/1 is not technically feasible as the span length between two poles will be increased and there will be sagging in LT ABC network. However, the shifting of the subject pole 5 mtrs. approx. towards left from the existing location in between the House no. B-11 & 12 was found to be feasible.

He further stated that regarding shifting of the pole at a minimal cost, a Demand Note amounting Rs.37190/- vide new notification no. 2023464241 against the Demand Note amounting Rs.86870/- vide old notification no. 2022611102 has been issued waiving off the Road Restoration charges. The consumer has duly paid the new Demand Note amount and TPDDL will shift the subject pole at the earliest.

3. Directions

- 3.1 The case stands disposed of in the Commission with the direction to initiate the process of shifting of the subject pole at the earliest as the new Demand Note amounting to Rs.37190/- has already been paid by the complainant and there are no other formalities left to be completed by the complainant. Further, the complainant is at liberty to approach TPDDL

as well as the Commission in case he has any further grievance with regard to his present complaint.

(SMT. MADHU SHARAN)
MEMBER (PGC)

No.PGC/2019/A.II/Power/21

Dated:

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 Mr. C.M. Middha, AGM, Head of Group, Performance Assurance Group, TPDDL, Sen Care, Opp. C-2 Block, Lawrence Road, Keshav Puram, New Delhi.
- 3 Ms. Manju Sharma