

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: 14.10.2020

Complainant : Shri Pankaj Manral.

Respondent : Principal Secretary (Power),
Govt. of NCT of Delhi
through
Sh. Rajan Kumar, Asstt. Manager
TPDDL

1. Brief facts of the complaint

1.1 Shri Pankaj Manral has filed a grievance in PGC on 15.11.2019 with regard to installation of new electricity connection at his address at Khasra no. 8/18, Kamal Vihar, Kamalpur, Burari, New Delhi-110084. He further alleged that TPDDDL is not working as per standard laid down by them, as refusing new connection just because of overload of transformer does not seem to be justifiable for an organization like TPDDL.

2. Facts emerged during the proceedings

2.1 Sh. Rajan Kumar, Asstt. Manager (TPDDL) was present in the hearing and submitted an Action Taken Report dated 07.10.2020 stating therein that *“Meter has been installed at applied premises vide new connection notification no. 2024342456 on 18.09.2020.”*

2.2 The complainant was not present in the hearing.

2.3 On perusal of all the facts of this case, it may not be out of place to mention that the TPDDL has done a commendable job in executing the work of meter installation at the premises of the complainant. Furthermore, the work done is

all the more appreciable as a new Distribution Transformer has to be installed at the concerned area **as the connections taken from the existing transformer has already reached the saturation point and therefore, granting any new connection from the existing DT is not feasible.** The power company is appreciated for this work done in a time bound manner and it is hoped that the standard set by the TPDDL will be maintained at all times so that the consumers' grievances will be redressed at their own level to the satisfaction of the consumers.

3. Directions

- 3.1 The case stands disposed of in the Commission as the meter has been installed at applied premises vide new connection on 18.09.2020. 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/27
.10.2020

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. Sh.C.M.Middha, HoG (PA & LS), TPDDL, CenCare Building, Opp.C-2 Block, Lawrence Road, Keshav Puram, New Delhi.
3. Sh. Pankaj Manral