

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: 21.10.2020

Complainant : Shri Khurshid Warsi

Respondent : The Principal Secretary (Power)
Govt. NCT of Delhi
through
Shri J.P. Kumar,
Dy. General Manager, BSES RPL

Grievance No. : PGC/2020/Power/10

1 Brief facts of the complaint

1.1 Shri Khurshid Warsi has filed a grievance petition before Public Grievances Commission regarding passing of high voltage current by BSES RPL, which is causing damage to his electrical appliances as well as posing a grave threat to the life and property of residents of the area.

2. Facts emerged during the proceedings.

2.1 None from the respondent department was present in the hearing. However, during the previous hearing dated 23.09.2020, Shri J.P. Kumar, Dy. General Manager (BSES RPL) stated that no major fault at the said site is found. However, the LT socket of bus bar located below the stairs was found burnt and the same has been repaired. Further, no other consumer, whose power is supplied from this transformer, has complained of high voltage. Thus, there is no fault at BSES end and issue may be at the consumer's end.

2.2 The complainant was not present in the hearing.

3. Directions

3.1 The case stands disposed of in the Commission as the department's officer during the previous hearing submitted that only fault, in the form of burnt LT socket of bus bar found on 02.07.2020 was repaired by them. Further, apart from the consumer, other consumers, whose power is supplied from this transformer, has not complained of high voltage in their houses. Therefore, the complaint's grievance has been redressed by the BSES RPL. Further, the complainant is at liberty to

approach BSES RPL 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/2020/Power/10

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. Head Customer Care, BSES Rajdhani Power Limited, BSES Bhawan, C-Block, 1st Floor, Nehru Place, New Delhi-110 019.
3. Shri Khurshid Warsi