

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: 23.09.2020

Complainant : Shri Devender

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

Grievance No. : PGC/2020/Power/11

1 Brief facts of the complaint

1.1 Shri Devender has filed a grievance petition before Public Grievances Commission regarding replacing the old overhead wires in the area Shani Dham Road, Asola. These overhead cables fell many times causing electrocution of cattles and thus, pose a grave threat to the life and property of residents of the area.

2. Facts emerged during the proceedings.

2.1 Shri J.P. Kumar, Dy. General Manager (BSES RPL) was present in the hearing and filed an Action Taken Report dated 18.09.2020 and the same is taken on record stating that *“Old wire has been replaced with covered cable approx. length 500 meters. We have awarded one additional feeder from the same transformer whose work also be completed in next month.”*

2.2 The complainant was present in the hearing and stated that the BSES RPL has replaced old wires both in front side of his street as well as in back side of his street. However, his area has been discriminated against by the Discom. He further stated that many of his cattles costing in lakhs have been electrocuted due to fallen wires.

2.3 The departmental officer submitted that the work of replacing the cables in the complainant's area is in progress and will be completed within one month.

3. Directions

- 3.1 Shri J.P. Kumar, Dy. General Manager (BSES RPL) is advised to complete the work of laying of new cables within one month and intimate the Commission whenever the said work is executed. The complainant is directed to give his satisfaction in writing to the BSES RPL along with a copy marked to the Commission after the execution of the said work.
- 3.2 With the above directions, the case stands disposed of in the Commission.

(SMT. MADHU SHARAN)
MEMBER (PGC)

No. PGC/2020/Power/11
.09.2020

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