

*“No carelessness until there is a cure Wear mask,
follow physical distancing & maintain hand hygiene”.*

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: 25.02.2021

Complainant : Sh. Dinesh Saklani

Respondent : The Principal Secretary (Power)
Govt. of NCT of Delhi
through
Sh. Sudarshan Bhattacharya,
Manager, BRPL – Present.

Grievance date : 03.04.2019

1 Brief facts of the complaint

1.1 Sh. Dinesh Saklani has filed a grievance petition before Public Grievances Commission on 3.4.2019 for non shifting of transformer installed at the main gate of his residence no. RZ-37A, Gali no. 12, Prem Vihar Nangli Dairy, Najafgarh Delhi by BSES, BRPL which has become a threat to the life and property of his family members. Further the complainant stated in his complaint that the official of BRPL had visited the site who informed that cost of Rs. 2.50 lacs for shifting this transformer would be borne by the complainant.

2. Facts emerged during the proceedings.

2.1 Sh. Sudarshan Bhattacharya, Manager, BRPL was present in the hearing and filed reminder letter dated 12.02.2021 addressed to Ex. Engineer CD-XIII, I&FC Department, vide which, clarification regarding various clauses as mentioned in letter dated 03.12.2020 issued by I&FC Deptt. was sought.

2.2 No one from the Office of Ex. Engineer CD-XIII, I&FC Department was present in the hearing. Sh. Nagendra Maurya, E.E. informed telephonically that whatever action is remaining needs to be taken by the BSES RPL and that the said clarification will be filed by them within one or two day. However, he has submitted that the I&FC department are justified in putting these clauses in the NOC which are in standard format and the BSES has to take action accordingly.

2.3 The complainant was present in the hearing. He has submitted that his matter has been going on in this Commission since May 2019 and till date, both the department i.e. BSES RPL and I&FC are only shifting the blame to each other whereas even alternative land has been allotted and NOC also given by I&FC department. He also alleged that earlier, the BSES RPL is demanding only Rs. 2.50 lacs for shifting this transformer which now, they exorbitantly and without any justification, hiked to Rs.24 lakhs (approx.).

3. **Directions**

- 3.1 The complainant's grievance has been kept pending as funds are required for shifting the transformer. However, the matter has been delayed earlier by I&FC department by way of taking too much time in issuing of NOC and now, the BSES RPL has also taken a similar approach by refusing to work within the parameters of stipulated NOC issued by I&FC department.
- 3.2 As neither the BSES RPL nor I&FC department seems to be interested in resolving the grievance of the complainant despite alternative land being available for shifting of transformer and are not forthcoming on the issue of allotment of funds for the same, the complainant is advised to approach any legal forum for getting his grievance redressed.
- 3.3 With these directions, the case is disposed of.

**(SMT. MADHU SHARAN)
MEMBER (PGC)**

No. PGC/2019/Power/04

Dated:

- 1 The Principal Secretary, Deptt. of Urban Development, GNCT of Delhi, 9th Floor, Delhi Secretariat, I.P. Estate, New Delhi-110002.
- 2 The Principal Secretary (Power), Deptt. of Power, GNCT of Delhi, 8th Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
- 3 Head Customer Care, BSES Rajdhani Power Limited, BSES Bhawan, C-Block, 1st Floor, Nehru Place, New Delhi-110019.
- 4 The District Magistrate (South-West), Old Tax Terminal Building, Kapasera, New Delhi-110 037.
- 5 The Secretary (Irrigation & Flood Control), L.M. Bund Office Complex, Shastri Nagar, Delhi – 110031.
6. Sh. Dinesh Saklani