

*“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 : Ms. Sushma Arora

Respondent : Principal Secretary,
Department of Power,
Govt. of NCT of Delhi
through
Shri C.M. Middha,
HoG (PA & LS), TPDDL - Present.

Grievance No. : PGC/2020/Power/27

1. Brief facts of the complaint

- 1.1 Ms. Sushma Arora has filed a grievance in PGC regarding disconnecting of her electricity meter/power supply at her residence: A-182/1, Ashok Vihar 1, Delhi – 110052, Connection No. 60007840097. She further stated that she has been unnecessarily harassed by the TPDDL officials who had disconnected her power supply without giving any advance notice. She has requested for intervention of PGC for redressal of her grievance.

2. Facts emerged during the proceedings.

- 2.1 Shri C.M. Middha, HoG (PA & LS), TPDDL was present in the hearing and filed an Action Taken Report dated 23.02.2021 and the same is taken on record stating that:-

“Supply against CA No. 60007840097 had been temporarily disconnected on 18.02.2016 due to non accessibility of meter for reading for more than 2 consecutive billing cycles in accordance to the DERC Regulation 2007 clause 37.iv. Further, we would like to inform that service line had also been removed from site on 01.06.2016.

It is informed that consumer premises was found non accessible for meter reading for 4 consecutive billing cycles.

As per detailed available for this connection, Special reconnection request for same connection was processed in 2017. However, the same could not be reconnected due to premises found permanently locked and refusal of customer for change of meter.

Existing connection is permanently disconnected. The consumer is requested to facilitate removal of this inactive meter owing to premises found permanently locked. Post this, bill finalization shall be done. In order to resolve the complaint/restore supply, we have telephonically informed the consumer to apply for new connection and complete commercial formalities. The same will be processed as per clause 54(2) of supply code 2017 which is as under:-

In case of a permanent disconnection, reconnection shall be made on payment of past dues and all applicable charges, if any and completion of formalities, as required for a new connection.”

- 2.2 The complainant was present in the hearing and stated that he has a dispute with another person due to which his residence A-182/1, Ashok Vihar - 1, Delhi got locked by that person and therefore, it is TPDDL's responsibility to get the premises reopened by asking the opposing party for the same.

2.3 The TPDDL representative present in the hearing extended all his cooperation in the matter. However, the complainant remained adamant and wants the TPDDL to give reconnection without completing any formalities in this regard.

3. **Directions**

3.1 The case is disposed of as the complainant is mixing the issue of his dispute with his neighbor with the present case of disconnection of meter and wants TPDDL to release his connection without completing any formalities and is not willing to listen to either the Discom or follow the Commission's directions in this regard. However, the complainant is at liberty to approach the TPDDL as well as Commission in case he has any further grievance with regard to his present complaint.

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

No. PGC/2020/Power/27

Dated :

Copy to:

1.Sh. C.M. Middha, HOG (PA & LS), Tata Power DDL, CENCARE Building, Block C2, Keshavpuram, Lawrence Road, Delhi – 110035.

2.Ms. Sushma Arora