

*“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  
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: 19.07.2021

Complainant : Ms. Sneh Sharma – Present.  
Respondent : Addl.Chief Secretary (Power),  
Govt. of NCT of Delhi.  
Through Sh.Sanjay Kumar Gupta,  
Sr. Manager, Tata Power DDL – Present.  
Grievance No. : PGC/2021/A.II/Power/27

**1. Brief facts of the complaint**

1.1 Ms.Sneh Sharma, filed a grievance in PGC aggrieved by non-installation of new domestic electricity connection at H.No.348, Shahbad Daulatpur, Delhi by TATA Power DDL.

**2. Facts emerged during the proceedings**

2.1 Sh.Sanjay Kumar Gupta, Sr. Manager, Tata Power DDL, filed an action taken report. It is stated in the report that *“The meter for new connection vide notification No.2025383157 has been installed on 06.04.2021 and the complaint is resolved.*

2.2 The complainant further stated that she wants to get the electricity meter belonging to her brother removed from her portion of the said premises.

**3. Directions**

3.1 The Commission notes that the main grievance of the complainant has been redressed by the respondent department. The complainant is advised

to approach the concerned officers of the TATA Power DDL with regard to redressal of her remaining grievance and submit all the relevant papers/documentary proof to enable the respondent department to take further necessary action as per rules.

3.2 Smt. Yashika Kumar, Head of Group, CS & PA Group, Tata Power DDL, is advised to get the concerned site inspected for verifying the facts and take appropriate action, as per rules, for redressal of grievances of the complainant as at Para 2.2 above.

3.3 In view of the above observations, the case stands disposed of in the Commission.

(SMT. MADHU SHARAN)  
MEMBER (PGC)

PGC/2021/A.II/Power/27

Dated:

1. Addl.Chief Secretary (Power), Deptt. of Power, GNCT of Delhi, 8<sup>th</sup> Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
2. Smt. Yashika Kumar, Head of Group, CS & PA Group, Tata Power DDL, CenCare Building, Opp. C-2 Block, Lawrence Road, Keshav Puram, New Delhi.

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[sanjay.gupta@tatapower-ddl.com](mailto:sanjay.gupta@tatapower-ddl.com)

3. Ms. Sneh Sharma.