

“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: 31.01.2022

Complainant : Mohd. Afsarun Mahbub Khan.
Respondent : Addl.Chief Secretary (Power),
Govt. of NCT of Delhi.
Shri Sanjay Gupta,
Sr. Manager, Tata Power DDL
Ms. Manisha Masaun,
Manager, TPDDL – Present
Grievance No. : PGC/2020/A.II/Power/03

1. Brief facts of the complaint

1.1 Mohd. Afsarun Mahbub Khan has filed a grievance in PGC with regard to removal of pole no. 414/14/5 at 25 foota road near Khan property, West Kamal Vihar Burari, Delhi. He has requested PGC to do the needful.

2. Facts emerged during the proceedings

2.1 Shri Sanjay Gupta, Sr. Manager, TPDDL filed an action taken report on behalf of Ms.Meenakshi Arora, HOG(Express & PA Group), Tata Power DDL. It is stated in the report that *“A reply has already been submitted for the subject grievance before Public Grievances Commission vide ATR No.TPDDL/CS/PGC/21-22/15. There is no further addition or change in our reply.*

Tata Power DDL shall be pleased to furnish any other information and/or clarification in relation to the same as and when required.”

2.3 The Commission noted that despite many requests made to Tata Power DDL to take appropriate action for resolving the grievance of the complainant, no further action/development has been noted and the case is lingering on for almost last two years.

2.4 The complainant is not present.

3. Directions

3.1 In view of the above, the complainant, if he so wish, may approach any other appropriate forum or may take legal recourse for redressal of his present grievances.

3.2 Addl.Chief Secretary(Power), GNCT of Delhi is requested to look into the matter at his level for expeditious redressal of grievances of the complainant.

3.3 Ms. Meenakshi Arora, Head of Group (Express & PA Group), Tata Power DDL is once again requested to take appropriate action in the matter in a time-bound manner.

3.4 With the above observations, the case stands closed in the Commission.

(SMT. MADHU SHARAN)
MEMBER (PGC)

No.PGC/2020/A.II/Power/03

Dated:

1. Addl.Chief Secretary (Power), Deptt. of Power, GNCT of Delhi, 8th Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
2. Ms. Meenakshi Arora, Head of Group (Express & PA Group), Tata Power DDL, CenCare Building, Opp. C-2 Block, Lawrence Road, Keshav Puram, New Delhi.

E mail: manisha.masaun@tatapower-ddl.com
sanjay.gupta@tatapower-ddl.com

3. Mohd. Afsarun Mahbub Khan.