

*“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  
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**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated  
25.9.97**

Date of hearing: 07.03.2022

Complainant : Shri Ajay Kumar – Present.

Respondent : Addl.Chief Secretary (Power),  
Govt. of NCT of Delhi.

Ms. Manisha Masaun,  
Sr.Executive, Tata Power DDL.

Sh.Jagpal Singh,  
Panchayat Secretary  
O/o. BDO(NW) – Present

Grievance No. : PGC/2019/A.II/Power/03 (Re-opened)

**1. Brief facts of the case.**

1.1 Shri Ajay Kumar has filed a grievance in PGC against TPDDL for encroachment on his Plot, Khasra No.407, Village Nizampur by installing a transformer.

**2. Facts emerged during the proceedings**

2.1 Ms. Manisha Masaun, Sr. Executive, Tata Power DDL 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 *“Reply for the subject grievance had already been filed vide ATR No.TPDDL/CS/PGC/21-22/20 on 27<sup>th</sup> Jan.2022. There is no further addition or change in the reply.”*

2.2 Shri Jagpal Singh, Panchayat Secretary, O/o. BDO(NW), Govt.of NCT of Delhi filed an action taken report. It is stated by him that as per directions of PGC, file (F-3435) for allotment of 0-2 Biswa land from Gram Sabha land Khasra No.420 min. (0-17) in Village Nizampur, Rasidpur, to TPDDL has been prepared for shifting of transformer from Private land K.No.407, and sent to competent authority through District Magistrate(NW), Revenue Department, vide File No..F.3435 dated 22.02.2022.

2.3 The Commission notes that hearing in this case has been going on since May, 2019 and various hearings were held since then with the respondent department as well as other concerned departments but the grievance petition of the complainant could not be disposed of by the respondent department due to DERC guidelines and also due to delayed action/decision by the Revenue Department, GNCT of Delhi for allotment of alternate land for shifting of transformer from the land owned by the complainant. The matter was also telephonically discussed on 08.11.2021 with Shri Amit, Addl.District Magistrate(North-West), Revenue Department, GNCT of Delhi. The matter has now reached a stage where approval/grant of NOC is awaited from the Revenue Department,GNCTD. The Commission notes that it would take a long time for getting approval/grant of NOC from the Revenue Department after which TATA Power DDL will take a decision for shifting of the transformer from the land of the complainant.

It would be relevant to mention that the complainant has been making complaints to concerned agencies since 2005 for shifting of transformer from his own land to some other suitable location keeping in view the safety of lives of his family members, but no action has been taken so far.

2.4 Due to various hearings held in the Commission and without any relief/decision from the concerned respondent departments, the complainant stated that he would like to agitate his grievances in some other appropriate forum.

### **3. Directions**

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

3.2 Pr.Secretary(Revenue)/Divisional Commissioner, GNCT of Delhi, Revenue Department, GNCT of Delhi is requested to look into the matter at his level for appropriate action in the matter.

3.3 District Magistrate(North-West), Revenue Department, GNCT of Delhi, is requested to look into the matter at his level for obtaining necessary approval, as per rules and convey the same to the Tata Power DDL to enable them to take necessary action in the matter.

3.4 Ms. Meenakshi Arora, Head of Group (Express & PA Group), Tata Power DDL is requested to take appropriate action in the matter in a time-bound manner for redressal of grievances of the complainant.

3.5 With the above observations, the case stands closed in the Commission. The complainant, if he may so wish, approach any other appropriate forum for redressal of his grievances.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

No. PGC/2019/A.II/Power/03

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. Pr.Secretary(Revenue)/Divisional Commissioner, GNCT of Delhi, 5-Sham Nath Marg, Delhi-110054.
3. District Magistrate(North-West), Revenue Department, D.M. Office Complex, Govt.of NCT of Delhi, Kanjhawala, Delhi- 110081.
4. Addl.District Magistrate(North-West), Revenue Department, D.M. Office Complex, Govt.of NCT of Delhi, Kanjhawala, Delhi- 110081.
5. Ms. Meenakshi Arora, Head of Group (Express & 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)

6. Block Development Officer, (North- West), Revenue Department, Govt.of NCT of Delhi, Kanjhawala, Delhi- 110081.
7. Shri Ajay Kumar.