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PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT 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: 31.05.2022

Complainant : Sh.Atul Gupta – Present.

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

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

Grievance No. : PGC/2020/A.II/Power/20

1. Brief facts of the case.

1.1 Sh.Atul Gupta, filed a grievance petition before Public Grievances Commission regarding unjustified erecting of seven RCC poles along with transformer in front of his L-type property bearing No.A-72/74, Karala Utsav Vihar, Delhi-110081 on 15th June, 2020. He further stated that six poles were erected along with transformer on one side of his property and one pole erected on the other side without his consent which poses a grave threat to life of the complainant. Therefore, he has requested for removal of the seven poles with immediate effect. In place of these poles, the department may be requested to install underground cables. The complainant has requested for intervention of the Commission in the matter.

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, Head of Group (Express & PA Group),Tata Power DDL. As per report, "Reply for the subject grievance

has already been given vide ATR No.TPDDL/CS/PGC/21-22/26 dated 14th Feb.2022. There is no further addition or change in the reply of TPDDL.”

2.2 The complainant, Shri Atul Gupta though not satisfied with the site inspection conducted on 11.02.2022 raised some technical issues, is now agreeable for shifting of one electricity pole, as suggested by Ms. Meenakshi Arora, Head of Group (Express & PA Group),Tata Power DDL in the hearing held on 25.04.2022.

The complainant had contradicted the measurements taken in respect of the distance of the transformer from his property. He also tried to convince TATA Power DDL to install underground cables in place of these poles.

2.3 The Commission expresses its displeasure that despite making numerous requests and efforts to convince the top functionaries of Tata Power DDL i.e. respondent department, in various meetings and also taking up the matter with the Power Department, GNCT of Delhi, the complainant's grievance for shifting/removal of RCC poles along with the transformer located dangerously close to his premises, which is posing inconvenience and grave threat to life of the complainant could not be redressed.

Safety and security of citizens is very important. Callous, indifference and the lackadaisical attitude costs the society dearly in man-made tragedies in the form of fire incidents etc.

The Commission is also of the view that shifting of only one electricity pole, as suggested by the respondent department, is not a permanent solution and is only a token relief provided to the complainant which is absolutely not sufficient to mitigate the complainant's problems/inconveniences. And in case of any mishappening due to these dangerous equipments located very closely to the premises which can endanger human life and cause grievous hurt, the respondent department would be held responsible for loss of life and property of the citizens and would be liable to pay the compensation.

3. Directions

3.1 Addl.Chief Secretary(Power), GNCT of Delhi is requested to look into the matter for appropriate directions to the Tata Power DDL, the respondent department.

3.2 Ms. Meenakshi Arora, Head of Group (Express & PA Group), Tata Power DDL is requested to ensure shifting of one electricity pole from the

concerned site within 15 (fifteen) days, as assured by her in the hearing held on 25.4.2022 for which expenses will be borne by the respondent department. Further, she will ensure regular maintenance of the said transformer through a technical team, on monthly basis, w.e.f. June, 2022, after intimating the complainant to avoid any leakages, damage etc. The respondent department is requested to ensure that the transformer/electricity poles do not pose any safety risk or danger to the property of the complainant and further the complainant do not suffer because of loose/open/cut cables in the transformer. In this regard, a report in respect of proper maintenance of the said transformer, bearing signatures of the technical team as well as the complainant, be furnished to the Commission on monthly basis.

3.3 The complainant, if not satisfied, may approach any other appropriate forum, if he so wishes, for redressal of his grievances.

3.4 With the above observations, the case stands disposed of.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2020/A.II/Power/20

Dated:

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4. Sh.Atul Gupta.