

"No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene."

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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: 06.06.2022

Complainant : Shri Arvind.

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

Shri Sudarshan Bhattacharya,
Sr.Manager, BSES Rajdhani Power Ltd.- Present.

Grievance No. : PGC/2022/A.II/Power/03

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

1.1 Shri Arvind has filed a grievance petition before Public Grievances Commission with regard to existence of an electric pole adjacent to his home (10 feet street) due to which main line of 11000 Volt wire is touching house wall and window. It is stated that the said electric pole is installed very close to the house without maintaining minimum distance criteria. However, other poles are installed little distant apart in the street. He is unable to do white wash and other repairing works and also felt shock too during rainy season.

He had given online application to the Divisional Head, Sector-13, Dwarka but no action has been taken so far.

It is further stated in the petition that an electrician visited the site about 2 weeks ago and demanded bribe for taking action.

2. **Facts emerged during the proceedings**

2.1 As directed by the Commission, the representative of BSES Rajdhani Power Ltd. filed only photograph of the action taken by

them with regard to proper maintenance of the hanging cables on the concerned site.

2.2 It is stated by the representative of BSES Rajdhani Power Ltd. that it will not be possible to shift the pole/cables due to technical reasons. It was brought to the notice that the complainant has done unauthorized construction in the form of balcony due to which such situation has occurred.

2.3 Representative of BSES Rajdhani Power Limited suggested that as an alternative iron angles etc. can be installed in order to maintain safe distance between the cables and the said premises. However action will be taken subject to payment of total cost by the complainant/consumer, as per rules/guidelines in this regard. The complainant objected to this and requested that since it is a matter of safety of life and property, respondent department should take action on their own without asking the consumers to bear the expenses.

2.4 Though the complainant did not agree to bear the cost, he was made aware of the rules/guidelines in this regard and was advised to bear half the amount of the total cost to be incurred in this regard for which an assessment will be done and estimate will be prepared by the respondent department. The respondent department was agreeable to this suggestion.

3. Directions of the PGC:

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

3.2 Head Customer Care, BSES Rajdhani Power Ltd is requested to take appropriate action expeditiously.

3.3 The complainant is advised to approach the concerned authorities of BSES Rajdhani Power Ltd. if he so wishes, for amicable solution as reached above, to enable the respondent department to take appropriate action in the matter, as per rules. In case he is not satisfied, he may approach any other appropriate forum for redressal of his grievances.

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

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2022/A.II/Power/03

Dated:

1. The Addl.Chief Secretary (Power), Deptt.of Power, GNCT of Delhi, 8th Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
2. Head Customer Care, BSES Rajdhani Power Ltd. BSES Bhawan, C-Block, 1st Floor, Nehru Place, New Delhi-110019.
3. Manager/Customer Care-Corporate BSES Rajdhani Power Ltd.
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4. Shri Arvind.