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PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, I. P. Estate, New Delhi-110110
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date: 21.06.2022

Complainant : Sh.Prashant Mathur – Present.

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

Sh.Sudarshan Bhattacharya,
Manager, BSES Rajdhani Power Ltd.- Present.

Grievance No. : PGC/2022/A.II/Power/26

1. Brief facts of the case.

1.1 Sh.Prashant Mathur, filed a grievance petition before Public Grievances Commission aggrieved by non-shifting of Electric Transformer from Plot No.03, K-5 Extension, Mohan Garden, Uttam Nagar to some outskirts of nearby area (CA No.152731890).

2. Facts emerged during the proceedings

2.1 Heard the complainant as well as the representative of the respondent department, BSES Rajdhani Power Ltd. The complainant stated that the concerned transformer was installed in his vacant plot without his consent. In this regard, he furnished photographs of the concerned site. During the hearing, complainant also expressed his willingness to approach other appropriate forum/court for redressal of his grievances because his grievance has not been redressed by the respondent department so far.

2.2 During the deliberations, it emerged that the said electric transformer will be shifted according to DERC Guidelines. Alternative space has to be identified by the complainant and will be informed to the respondent

department so that exercise for feasibility of shifting of such electrical equipment (transformer) could be initiated as per extant rules/guidelines in this regard. Also, the cost of shifting of such electrical equipments has to be borne by the consumer in such cases.

2.3 The Commission is of the view that the transformer/electric poles located dangerously close to the premises, which pose inconvenience and grave threat to life of the residents should be removed or shifted to some other safe locations. 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. 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, for information and necessary action.

3.2 In view of the above, the complainant, if not satisfied, may approach any other appropriate forum, if he so wishes, for redressal of his grievances.

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

Mrs. Madhu Sharan
(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2022/A.II/Power/26 *5052-55*

Dated: *18/07/2022*

1. 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.
Email: Sudarshan.Bhattacharjee@relianceada.com
4. Sh.Prashant Mathur, Plot No.03, K-5 Extension, Mohan Garden, Uttam Nagar (Division – Vikas Puri), New Delhi-110059.