

**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**

Grievance No.PGC/2018/A.II/Power/07

Date of hearing: 02.04.2019

Complainant : Shri Anupam Adlakha.

Respondent : Principal Secretary (Power),  
Govt. of NCT of Delhi.  
Through Sudharshan Bhattacharya,  
Manager, BSES RPL,  
Sh. Vikram Narula, DGM(B) - Present.

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

1.1 Shri Anupam Adlakha filed a complaint in PGC on 10.9.2018 regarding receiving of inflated electricity bill (CA No.102818249).

**2. Facts emerged during the proceedings**

2.1 Shri Vikram Narula, DGM(B) of the respondent filed an ATR stating that in compliance of the PGC's directions, the meter reading of the consumer was taken twice in the past one month with once in the presence of third party. Substantiating photoreading of the meter was also done to avoid any further ambiguity related to the deed.

A detailed report signed by official has also been enclosed with the ATR along with photo readings.

2.2 A letter has also been received from Shri U.K. Tyagi, Executive Director(Engg.), Delhi Electricity Regulatory Commission, conveying that the sanctioned load is reviewed by the distribution licensees based on the provisions of the Regulation 17(4) of DERC (Supply Code and Performance Standards)

Regulations, 2017, wherein, highest of average of maximum demand readings recorded as per billing cycle covering any four consecutive calendar months in the preceding financial year rounded off to lower integer is taken. These regulations were framed after inviting the comments from the stakeholders.

Further, the Commission has notified the fixed charges in the Tariff Schedule. Instant case, being a non-domestic consumer, the fixed charges is levied based on the billing demand per KW/kVA. Further, where the maximum demand reading exceeds the sanctioned load/contract demand, surcharge of 30% is also levied on the fixed charges corresponding to excess load in KW/kVA for such billing cycle only.

2.3 The complainant is not present during the proceedings in the Commission today despite wait and repeated calls to counter the reply of the respondent department. He was also not present on the last date of hearing. It seems he is not interested in pursuing his case. However, the Commission appreciates the complainant in taking up the cause for reconsidering appropriate amendments in the rules & regulations of DERC in such matters.

### **3. Directions**

3.1 In view of the due action taken by the respondent department keeping in view the guidelines of the Delhi Electricity Regulatory Commission, the case of the complainant is disposed of in the Commission with the advice to the respondent department to take rest of the action as per rules, to the satisfaction of the complainant.

3.2 However, the Commission again advises respondent department / DERC to revisit their guidelines and reconsider taking the highest of average of maximum demand readings recorded as per billing cycle covering any four consecutive calendar months in the preceding financial year and rounded off to the lower integer, for the specific reasons that the complainant/individual has utilized only

minimal electricity during the specific period in a year and his consumption increased very rarely during a certain period, as he is not operating from the premises and hence he may be charged according to his actual consumption. Moreover, this gesture on the part of BSES/DERC would be fair and consumer friendly since BSES is public service body and not a profit making organization. Rules and regulations should be framed or amended, if necessary, in broader perspective rather than taking into consideration an individual case only as it is concerned with the large number of consumers so as to provide them maximum relief in such exceptional circumstances.

3.3 The complainant is also advised to submit his comments/suggestions to Delhi Electricity Regulatory Commission to enable them to consider them during the process of framing Regulations of Tariff Order.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

**Copy to:**

1. The Principal Secretary (Power), Deptt.of Power, GNCT of Delhi, 8<sup>th</sup> Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
2. AGM, Head of Group, BSES Rajdhani Power Ltd. BSES Bhawan, Nehru Place, New Delhi-110019.
3. Shri Digvijay Manjhi, DGM, BSES Rajdhani Power Ltd. BSES Bhawan, New Delhi-110019.
4. Shri Anupam Adlakha.