

**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**

Date of hearing: 30.09.2020

Complainant : Mohd. Afsarun Mahbub Khan

Respondent : Principal Secretary (Power),  
Govt. of NCT of Delhi.  
through  
Shri Sanjay Gupta,  
Senior Manager, TPDDL - Present.

Grievance No. : PGC/2020/A.II/Power/02

**1. Brief facts of the complaint**

1.1 Mohd. Afsarun Mahbub Khan has filed a grievance in PGC with regard to high electricity bill amount particularly for the month of October and November 2019.

**2. Facts emerged during the proceedings**

2.1 Shri Sanjay Gupta, Senior Manager (TPDDL) was present in the hearing and reiterated their earlier position vide Action Taken Report dated 31.08.2020 stating that *"The details related to aforesaid connection has been shared and in accordance to the facts, the claim of the consumer is not justifiable/sustainable."*

2.2 Shri Sanjay Gupta, Senior Manager (TPDDL) present in the hearing stated that the complainant's claim of using electricity from another connection CA No. **60025095211** is incorrect as consumption of 136 units was recorded against that CA No. 60025095211 for the period 18.06.2019 to 19.07.2019 which proves that this connection was not used as the only source of supply as claimed by complainant. Hence, the assessment charges raised for the period 17.05.2019 to 11.07.2019 for 1177 units amounting to **Rs.6862.48/-** are

correctly levied in respect of original meter CA No. **60002752024** and the same are as per DERC's guidelines. He stated that the complainant was getting power supply from the same meter i.e. CA No. **60002752024** even after it got burnt on 11.07.2019, as power was directly supplied bypassing the damaged meter. Further, the meter reading was done by taking into account the average of previous year's meter reading and the bill was raised, accordingly.

- 2.3 Shri Sanjay Gupta from TPDDL further stated that the complainant's other grievance regarding cost of burnt meter replacement amounting to Rs.5615.62/- to be charged from the complainant, was examined and the same was waived off.
- 2.4 The complainant was present in the hearing and shows his satisfaction with the steps taken by the TPDDL for redressal of his grievances.

### **3. Directions**

- 3.1 The case stands disposed of in the Commission as the complainant's grievance regarding charging cost of burnt meter replacement amounting to Rs.5615.62/- was waived off by the TPDDL. Further, he conveyed his satisfaction with the explanation given by the department for raising bill of Rs.6862.48/- for the period 17.05.2019 to 11.07.2019. However, the complainant is at liberty to approach TPDDL as well as the Commission in case he has any further grievance with regard to his present complaint.

**(SMT. MADHU SHARAN)  
MEMBER (PGC)**

No.PGC/2020/A.II/Power/02

Dated: .10.2020

**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, Performance Assurance Group, TPDDL,  
CenCare Building, Opp. C-2 Block, Lawrence Road, Keshav Puram,  
New Delhi.
3. Mohd. Afsarun Mahbub Khan