

*“No carelessness until there is a cure Wear mask,
follow physical distancing & maintain hand hygiene”.*

**PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
M-Block , I.P. Estate (near ITO) Vikas Bhawan: New Delhi-2
Order under Para 2(B) of the PGC Resolution No. F.4/14/94-AR/dt. 25.9.97**

Date of hearing: 16.12.2020

Complainant : Shri Balwant Singh Rawat
Respondent : The Principal Secretary (Power)
Govt. NCT of Delhi
through
Shri Sh. Sudarshan Bhattacharya
BSES RPL – Present.
Grievance No. : PGC/2020/Power/2

1 Brief facts of the complaint

1.1 Shri Balwant Singh Rawat has filed a grievance petition before Public Grievances Commission regarding excess bill amounting to Rs.5530/- raised for the period, 21st May – 19th June 2020 with unit consumption of 797 unit, whereas, the bill for the period, 23rd February to 20th May 2020 with unit consumption of 1028 unit, comes to Rs.2290/- only. Therefore, he has requested for intervention of PGC in the matter for redressal of his grievance.

2. Facts emerged during the proceedings.

2.1 Sh. Sudarshan Bhattacharya and Sh. Rakesh from BRPL were present in the hearing and filed an Action Taken Report dated 21.10.2020 and the same is taken on record stating that:-

“1. May 2020 bill, having consumption of 1028 units, is for 3 months. Accordingly, the tariff is calculated on monthly basis with appropriate slabs for average monthly consumption i.e. 343 units/month. As the consumption is within 400 units, tariff has not crossed the second slab of Rs.4.50 per unit/month. As the consumption is below 400 units/month, this bill is eligible for subsidy of Rs.2309.23 (for 3 months).

- 1. As June 2020 bill is provisional bill for 30 days, July 2020 bill was raised for 61 days (2 months).*
- 2. July 2020 bill, having consumption of 1235 units is for 2 months. Accordingly, the tariff is calculated on monthly basis with appropriate slabs for average monthly consumption i.e. 617 units/month. As the consumption is more than*

400 units and within 800 units, tariff has reached the Third slab of Rs.6.50 per unit/month. As the consumption is more than 400 units/month, this bill is not eligible for subsidy.

Thus, in view of the above parameters, the difference in the bills has occurred. As such, there is no discrepancies in the bills.

- 2.2 The complainant was not present in the hearing.
- 2.3 The departmental representative submitted that the bill for June 2020 is a Provisional one for a period of 30 days and the bill raised for the month of July 2020 is actually for a period of two months (i.e. from 21.05.2020 to 20.07.2020) with unit consumption of 1235 units. Thus, the bill consumption for one month comes to 617 unit (1235/2). Since the consumption is more than 400 units, tariff has reached the Third Slab of Rs.6.50 per unit/month. Therefore, this bill is not eligible for subsidy.

3. **Directions**

- 3.1 The case stands disposed of as the bill for the month of June 2020 is a provisional one and the bill raised for the month of July 2020 is actually for a period of two months (i.e. from 21.05.2020 to 20.07.2020) with unit consumption of 1235 units. **Thus, the bill consumption for one month comes to 617 unit (1235/2) which comes in the higher slab of Rs.6.50 per unit/month and therefore, not eligible for subsidy** (which was given in case of only those bills having consumption of less than 400 units). Further, the complainant is at liberty to approach BRPL 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/Power/2

Dated:

Copy to:

1. The Principal 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 Limited, BSES Bhawan, C-Block, 1st Floor, Nehru Place, New Delhi-110 019.
3. Shri Balwant Singh Rawat