

*“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  
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: 17.12.2020

Complainant : Ms. Kiran  
Respondent : Principal Secretary (Power),  
Govt. of NCT of Delhi.  
through  
Sh. Prabhat Sharma, Sr.  
Executive TPDDL - Present.

**1. Brief facts of the complaint**

1.1 Ms. Kiran, Madhuban Tour & Travels has filed a grievance in PGC regarding adjustment of Rs.1521.90/- in the electricity bill generated for the period 12.06.2020 to 12.07.2020 of the premises House No. 236, Block-D, Pkt. 12, Sector 7, Rohini, New Delhi. She wants the TPDDL to explain the said adjustment of Rs.1521.90/- and PPAC charge, surcharge, fixed charge etc.

**2. Facts emerged during the proceedings**

2.1 Sh. Prabhat Sharma, Sr. Executive (TPDDL) was present in the hearing and submitted an Action Taken Report dated 03.12.2020 stating therein that *“Differential PPAC has been charged in invoice no. 10802372338 against CA No.60004591776 as per tariff issued by DERC. It is to be mentioned that the rate of Differential PPAC charged are detailed on the back side of bills for information of consumers. It is further mentioned that clarification in this regard has been further intimated to applicant with DERC tariff related orders (PPAC) through e-mail on 25.07.2020.”*

2.2 The complainant was not present in the hearing.

**3. Directions**

3.1 The case stands disposed of as the TPDDL representative present in the hearing categorically stated that the complainant has been intimated about the DERC tariff related orders (PPAC) through e-mail on 25.07.2020. Further, the complainant is at liberty to approach

TPDDL as well as the Commission in case she has any further grievance with regard to her present complaint.

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

No.PGC/2020/A.II/Power/16

Dated:

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.
3. Ms. Kiran