

*“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 : Smt. Sanjida Begum
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 Smt. Sanjida Begum has filed a grievance in PGC with regard to excess/high electricity bill of the premises Khasra No. 101/1, Ground floor Peeki Chaudhary Colony C-Block, Kamalpur, Kamal Vihar, West Burari, Delhi.

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 23.11.2020 stating therein that *“A surprise site visit has been conducted during night hours on 11.10.202 at 8:26 PM and premises is found locked at the time of visit. The Meter was tested on 08.09.2020 and found to be working accurately as percentage of error of meter is found within permissible limits i.e. +0.94%. Thus, bill was generated according to the consumption and found in order.”*

2.2 The complainant was present in the hearing and submitted that no heavy electrical items are installed at the subject premises except Air Conditioner and the A.C. has not been used for last few years. Whatever electricity is used is utilized in running of fan and light. He further stated that the averaged consumption of units recorded for the whole year comes to 32 to 34 units. However, a whopping 476 units were shown as recorded consumption for the month of November, which is unjustified.

2.3 The TPDDL representative submitted that the complainant's grievance regarding consumption of 476 units is totally unfounded as the said consumption of 476 units is not for the month of November but for the period from May to November. Further, the consumption pattern was supported by the Maximum Demand Indicator (MDI) also. After the said period got over, the consumption comes down. He further stated that the load was checked and found to be within permissible limits.

Also, the said connection was a commercial one and therefore, the per unit charge for commercial meters are also much higher than meters for domestic use.

2.4 The complainant statement that the Air Conditioner installed in his premises was not used for the last few years, seems to be an eye wash as it does not seem to be possible that the complainant do not use AC even during the month of May to August when summer remains at its peak and heat becomes unbearable. There are major discrepancies in the statements of the complainant regarding electricity usage. Further, the meter was checked by the TPDDL officers and found within permissible limits.

3. Directions

3.1 The case stands disposed of as the respondent department TPDDL has got the meter checked and the error of meter was found to be within permissible limits. Further, the consumption pattern was supported by the Maximum Demand Indicator (MDI). Also, the complainant cannot give any documentary proof to support his claim regarding non usage of major electrical items for last few years. However, if the complainant is not satisfied with the outcome of this case in this Commission, he is free to approach any other forum or take legal recourse for resolution of his grievance.

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

No.PGC/2020/A.II/Power/04
.10.2020

Dated:

- 1 The Principal Secretary (Power), Deptt. of Power, GNCT of Delhi, 8th 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. Smt. Sanjida Begum