

“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: 11.03.2021

Complainant : Colonel Rattan Singh.
Respondent : Principal Secretary (Power),
Govt. of NCT of Delhi.
Through Sh.Sudharshan Bhattarcharya,
Manager, BSES Rajdhani Ltd.
Shri Praveen Dalla, CO, BRPL – Present.
Grievance No. : PGC/2020/A.II/Power/34

1. Brief facts of the complaint

1.1 Colonel Rattan Singh filed a grievance before PGC aggrieved by excess billing by BSES Rajdhani Power Limited. He has requested for amending the bill and adjusting the excess amount being levied during the month of July 2020.

1.2 The complainant, in his grievance petition, has stated that his last meter reading was taken on 12.03.2020 which shows reading 45213 KwH and 3.76 as KW reading. Next reading was taken on 07.07.2020 showing reading 47558 KwH and 4.9 is KW reading. Subsequent reading on 05.08.2020 showing reading 48503 KwH and 2.32 is KW reading.

1.3 He further stated that average unit consumption is 230 – 270 units. His monthly average electricity bill is Rs.1150 – Rs.1200/-. Delhi Govt. gives subsidy of Rs.944/-. Average electricity bill received by him is Rs.200 – Rs.250/-.

Four months average electricity unit is 280, i.e. $280 \times 4 = 1120$ units.

Total units July = 2345 – 1120 = 1225.

Detailed breakdown of 1225 units

187@Rs.3/-, 187@Rs.4.5/-, 374@Rs.6.5/-, 477@Rs.7/-

Amount: Rs.561/- + Rs.841.5 + Rs.2431/- + Rs.3339/- = Rs.7172/-.

Misc. on Rs.7172/- @ 20.8 = Rs.1492/-.

Total Amount = Rs.7172/- + Rs.1492/- = Rs.8664/-.

Till August : Rs.8664/- + Rs.6588/- = Rs.15,252/-.

Overcharged: Net Amount - Actual Amount

Rs.19190 - Rs.15252 = Rs.3938/-.

Approx – Rs.4,000/-

2. Facts emerged during the proceedings

2.1. Shri Parveen Dalla, Commercial Officer – Dwarka of BSES Rajdhani Power Limited filed an action taken report. It is stated in the report that “*All the reading are downloaded (No manual intervention.)*”

The Consumption is in the line with MDI recorded by the meter in year 2020. Same consumption were in 2019 also.

Same was intimated to consumer also via mail on 26.02.2021.”

2.2. It is also stated by Sudharshan Battacharya, Manager, BSES Rajdhani Power that during the period of lock down due to COVID-19, billing on average basis was generated but the consumers could not be made aware/conveyed of this fact appropriately. This issue was also raised and discussed in the meeting with the Power Companies in the Commission on 03.03.2021 who assured to take appropriate steps in future in this regard.

2.3 The complainant is not present.

3. Directions

3.1 In view of the submissions made above by the representatives of BSES Rajdhani Power Limited, the case of the complainant stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER (PGC)

No. PGC/2020/A.II/Power/34

Dated:

1 Pr.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-110019.
3. Colonel Rattan Singh.