

*“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: 17.02.2021

Complainant : Sh. Vikal Singh

Respondent : The Principal Secretary (Power)
Govt. NCT of Delhi
through
MS. PAYAL MAHAJAN,
DGM, BSES YPL - PRESENT

Grievance date : 17.08.2020

1 Brief facts of the complaint

1.1 Sh. Vikal Singh has filed a grievance petition before Public Grievances Commission regarding:-

- (i) Reduction of load from 11 kVA to 3 kVA.
- (ii) Refund of excess security deposit amounting to Rs.9,000/-.
- (iii) Refund of bill dated 26.06.2020 for CA No.101528921 amounting to

Rs.15,570/- paid by the complainant. In the said bill, the department has shown unit consumption since 01.03.2020 to 23.06.2020 for 116 days as 505 units. However, below the said Units, again 547 units were shown but the department did not describe how the consumption of 505 units has been converted to 547 units. **Further, per unit charge comes to Rs.15.80/- for 547 units and Rs.17.11/- for 505 units including all taxes and charges, which is very much on the higher side.**

- (i) Receiving higher voltage at the premises which is in violation of standard electricity norms. This high voltage flow could result in any electrical hazard and poses grave threat to his and family member's lives.

2. Facts emerged during the proceedings.

2.1 Ms. Payal Mahajan, DGM, BSES YPL was present in the hearing and submitted an Action Taken Report dated 16.02.2021 stating therein that:-

“1. The voltage at the consumer's premises was checked on 01.02.21 in the presence of the consumer and it was found to be 232 volts. As per DERC Regulation, 2017, the voltage levels for supply shall be as under:-

Low Tension (LT) – Single Phase: 230 volts between phase and neutral.

The voltage at the point of supply shall remain within the limits. In the case of low tension, +-6%.

2. The accuracy of the meter (meter no. 70207841) against CA No.101528921 was tested on 15.02.21 and it was found that the meter testing results are within the prescribed DERC limit.

3. As per DERC schedule of charges, the security deposit of a non domestic connection/kVA is Rs.4,500/- (copy of the same is enclosed).

The sanctioned load against the mentioned CA No. is 3 kVA, the security amount is Rs.13,500/- (Rs.4500*3).

4. As per DERC Regulation, 2017 - In case of load reduction, the Licensee shall refund the excess security deposit by adjusting the same in energy bill issued in next billing cycle:

(Explanation: The excess security deposit shall be the difference of the security deposit computed based on reduced load corresponding to prevailing rates of security deposit on the date of load reduction and the actual security deposited by the consumer. In case, the difference is negative, no additional security deposit shall be taken from the consumer).”

2.2 The complainant was not present in the hearing despite being informed about the date of hearing both vide notice and telephonically.

3. Directions

3.1 The case stands disposed of in the Commission as Ms. Payal Mahajan, DGM, BSES YPL present in the hearing submitted vide ATR dated 16.02.2021 that the grievance of the complainant regarding excess voltage, refund of security deposit, excess bills and fixed charges etc. are being redressed. Further, the complainant is at liberty to approach the BSES YPL 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/18

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. The Head Customer Care, BSES YPL, Corporate Annexe-1st floor, CBD-III, Aggarwal Fun City Mall, Karkardooma, Delhi.
3. Sh. Vikal Singh