

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: 25.08.2020

Complainant : Dr. Manoshi Mitra Das

Respondent : The Principal Secretary (Power)
Govt. NCT of Delhi
through
Sh. J.P. Kumar,
DGM, BRPL - Present

Grievance No. : PGC/2020/Power/08

1 Brief facts of the complaint

- 1.1 Dr. Manoshi Mitra Das has filed a grievance petition against BSES Rajdhani Power Ltd. for raising two exorbitant electricity bills during the month of March 2020 amounting to Rs.21000/- and Rs.31000/- in respect of House Number: A-14, Second Floor, Nizamuddin East, New Delhi – 110013 (**CA No. 101963651**). She further stated that the average bill for the period of May is Rs.6000/- and for July is Rs.11000/-.The arbitrary threefold increase in the electricity bill is unjustified and the BRPL may take necessary measures to rectify the same.

2. Facts emerged during the proceedings.

- 2.1 Sh. J.P. Kumar, Dy. General Manager, BRPL was present in the hearing and filed an Action Taken Report dated 24.08.2020 and the same is taken on record stating that *“On receiving the complaint, testing has been arranged for meter no. – 26785255 on 20.08.2020. As per testing report, accuracy of the meter found within limit. Report is attached for reference as Annexure – 1. It is also to inform that during covid period, the provisional billing was done whereas the amount paid as per the provisional bill is adjusted against the bill raised on the basis of actual meter reading. This is as per the Hon’ble DERC order dated 07.04.2020. Copy of the order attached for reference as Annexure – 2.*

In this connection, meter was last downloaded on 28.02.2020 as 3290 Kwh; 3386 Kvah and again it was downloaded on 26.07.2020 as 9872 Kwh; 10104 Kvah. Accordingly, a bill for Rs.31340/- raised for consumption of 6582 units for the period 29.02.2020 to

26.07.2020 after the adjustment of all the payment made against provisional demands. Details are attached in Annexure 3 for reference.

It is to also inform that a bill revision has been done in the month of June 2020 on account of burnt meter replacement and an amount of Rs.941.61/- has been debited. Also, details of the billing and consumption for last year for the same period also attached for reference. Kindly refer Annexure 3 for details.”

2.2 The complainant is not present in the hearing. However, perusal of case file reveals that her average electricity bill for the period of May comes to Rs.6000/- and for July, it is Rs.11000/-. Her main grievance is regarding bill amounting to Rs.31340/- for the period August 2020 which is much higher than the bill raised during the last year for the same period.

2.3 Sh. J.P. Kumar, Dy. General Manager, BRPL present in the hearing stated that they have refunded amount of Rs.19340.86/- which is reflected in the bill raised in the month of August 2020 **(for the billing period w.e.f. 29.02.2020 to 26.07.2020)**. The BRPL representative further said that this amount of Rs.19340.86/- is arrived at after the adjustment of all the payment made against provisional demands.

As per the department, the amount of Rs.31340/- is calculated in the following manner:-
Provisional charges **for the billing period w.e.f. 29.02.2020 to 26.07.2020 amounting to Rs. 50513.62 (less) (-) excess amount adjusted/refunded amounting to Rs. 19340.86**. Therefore, the bill amount that consumer has to pay for the billing period of **August 2020 is Rs. 31340/- (50513 – 19340 = 31173 + 163 (late payment surcharge), which comes to Rs.31,336 (rounded off to Rs.31,340/-).**

2.4 Sh. J.P. Kumar, Dy. General Manager, BRPL present in the hearing stated that the average electricity bill for this year is actually less than that of last year bill for the same period. The last year bill for the same period February 2019 – July 2019 was **Rs. 53,009/-**. Thus, according to the department, the bill raised during August 2020 for the period w.e.f. 29.02.2020 to 26.07.2020 amounting to **Rs.50,513/-** is actually less by Rs.2500/- **(53,009 - 50,513)**.

He also submitted that due to lockdown caused by Covid 19 pandemic, the BSES officials did not go to consumer's residence to take meter reading and only provisional

meter reading was done by the BSES. Thus, the complainant's grievance of excess bill for the month of August 2020 is actually based on provisional meter reading done for the period w.e.f. 29.02.2020 to 26.07.2020, based on last year's reading. Further, he has assured that in future, the bill would be raised after actual meter reading.

3. **Directions**

- 3.1 The case stands disposed of in the Commission with the direction to Sh. J.P. Kumar, Dy. General Manager, BRPL to direct the concerned officers to meet the complainant and explain the above mentioned billing details in person. Further, the complainant is at liberty to approach BSES as well as the Commission in case she has any further grievance with regard to his present complaint.

(SMT. MADHU SHARAN)
MEMBER (PGC)

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, New Place, New Delhi-110 019.
3. Dr. Manoshi Mitra Das