

*“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: 05.11.2020

Complainant : Shri Rama Shankar Saha

Respondent : The Principal Secretary (Power)  
Govt. NCT of Delhi  
through  
Shri Vikram Narula,  
Dy. General Manager, BSES RPL

Grievance No. : PGC/2020/Power/12

**1 Brief facts of the complaint**

Shri Rama Shankar Saha has filed a grievance petition before Public Grievances Commission regarding excess bill amounting to Rs.490/- raised for the month of June 2020 whereas according to complainant, his average unit consumed is between 70 units to 180 units. Further, the BSES RPL has raised bills more than the average consumption w.e.f. February 2019. The meter installed by the Discom is also malfunctioning and the same needs to be looked into.

**2. Facts emerged during the proceedings.**

- 2.1 Shri Vikram Narula, Dy. General Manager (BSES RPL) was present in the hearing and filed an Action Taken Report and the same is taken on record stating that *“All monthly bills raised during summer period were probed in detail w.e.f. year 2017 and monthly consumption average were found to be more or less in coherence during the analyzed period even considering period after meter change. As regards excess bill of Rs.490/- being raised for the month of June 2020, it is submitted that the said bill was a provisional bill generated on the basis of last year’s consumption for same period and therefore, Nil amount was marked as payable in actual bill generated just afterwards the said provisional bill. Further, meter was also tested and found to be within permissible limit. Hence, bill generated are correct.”*
- 2.2 The complainant was not present in the hearing.

**3. Directions**

- 3.1 The case stands disposed of as the Action Taken Report submitted by the BSES RPL clearly states that the bill for the month of June 2020 amounting to Rs.490/- is a provisional one which was generated on the basis of last year’s consumption for same period and the consumer was sent the actual bill payable as Nil subsequent to the said provisional bill. As regards malfunctioning meter installed by the Discom, the

meter was tested and found within permissible limit. Further, the complainant is at liberty to approach BSES 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/12

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. Head Customer Care, BSES Rajdhani Power Limited, BSES Bhawan, C-Block, 1<sup>st</sup> Floor, Nehru Place, New Delhi-110 019.
3. Shri Rama Shankar Saha