

*“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 : Sh. Mayank Kapoor
Respondent : Principal Secretary (Power),
Govt. of NCT of Delhi.
through
Sh. Sudarshan Bhattacharya,
BSES RPL - Present.

1. Brief facts of the complaint

- 1.1 Sh. Mayank Kapoor has filed a grievance in PGC regarding over charging in respect of bill generated for the month of May 2020 and June 2020 without taking meter reading. He wants intervention of the Commission for redressal of his grievance.

2. Facts emerged during the proceedings

- 2.1 Sh. Sudarshan Bhattacharya from BSES RPL was present in the hearing and submitted an Action Taken Report dated 07.12.2020 stating therein that *“As regards consumer’s grievance regarding over charging of bill generated for the month of May 2020 and June 2020 without taking meter reading, it is informed that during this period, lockdown was imposed by Govt. of India. DERC vide its order dated 07.04.2020 advised all Discoms to raise bill on provisional basis during 25.03.2020 to 30.06.2020. So, the bills has been raised on provisional basis to all consumers which, after opening of lockdown, charged on actual consumption/reading recorded by meter. Also, all payment deposited by consumers against provisional bills was adjusted in next billing months.*

Similarly, in the above case, provisional bills for the month of May 2020 and June 2020 were raised to the complainant, which has not been paid by the consumer. Later, optical reading was recorded on 17.08.2020 and actual bill for the period 21.02.2020 to 17.08.2020 (178 days) was raised for 4787 unnits amounting to Rs.28,230/-. During, same period

in previous year, 4835 units were consumed and charged for the period 20.02.2019 to 24.08.2019 (185 days). Consumption pattern in both years are also similar.

Now, the total outstanding bill as on date comes to Rs.44,270/- The last payment deposited by the consumer against his connection was on 30.04.2020. After that no payment has been deposited by consumer hence bill accumulated to Rs.44,270/- till date. Further, meter has also been tested on 07.12.2020 and found to be within permissible limits.”

2.2 The complainant was not present in the hearing.

3. Directions

3.1 The case stands disposed of as the BSES RPL representative present in the hearing categorically stated that provisional bills were generated during lockdown period and the amount paid for these bills were adjusted in next billing months. Further, the respondent department BSES RPL has got the meter checked on 07.12.2020 and the meter was found to be within permissible limits. Further, the complainant is at liberty to approach BSES RPL 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/A.II/Power/17

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. Head (Customer Care), BSES Rajdhani Power Limited, BSES Bhawan, C-Block, 1st Floor, Nehru Place, New Delhi-110019.
3. Sh. Mayank Kapoor