

*“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. Mohit Sharma

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. Mohit Sharma has filed a grievance in PGC regarding excess electricity bill generated on 30.07.2020 having due date 17.08.2020. He further stated that the bill was calculated for entire period of 142 days (w.e.f. 09.03.2020 to 28.07.2020) without giving any monthly subsidy.

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 03.12.2020 stating therein that *“Bill of the consumer is correct as per reading which is optically downloaded. The consumption was 2227 units for 142 days for a period from 09.03.2020 to 28.07.2020. All the calculations and slabs are correct as per DERC norms. Moreover, it is not possible to generate the bill of the consumer on month wise basis because in between this period, the reading and bill generation was suspended due to the pandemic. Subsidy, during this period, has been given amounting to Rs.1764.16 on the basis of last corresponding period. Hence, the bill raised is correct in all respects.”*
- 2.2 Further, Sh. Sudarshan Bhattacharya submitted e-mail from the complainant Sh. Mohit Sharma dated 12.07.2020 addressed to Sh. Dheeraj Koul, Business Manager (Punjabi Bagh), TPDDL stating that

his problem regarding billing/subsidy during bill generated in lockdown period has been resolved to his satisfaction.

2.3 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 calculations and slabs are correct and the same are as per DERC norms. Also, the complainant, vide his e-mail dated 12.07.2020, has clearly stated that his present grievances has been redressed by the respondent department. 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/19

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. Mohit Sharma