

State Consumer Helpline Knowledge Resource Management Portal
(SCHKRMP)
(A National Nodal Agency)

Ref. No.IIPA/SCHKRMP/ELECTRICITY/2016

Dt.14/07/2016

Public Grievance Cell
Department of Power,
Government of National Capital Territory of Delhi
SLDC Building, 33KV Sub-Station, Minto Road,
New Delhi-110 002

Sub: Raising of Electricity Bills by DISCOMs in Delhi in violation of DERC Tariff Schedule Order dtd. 24/09/2015

Dear Sir,

We are attaching herewith a copy of our letter No. IIPA/ SCHKRMP/ ELECTRICITY / 2016 dtd. 08/07/2016 sent to Delhi Electricity Regulatory Commission on the above subject. As brought out in the attached letter, we have come to know that all the three DISCOMs have been generating the electricity bills as well as non- granting of Subsidy to the eligible consumers by manipulating the calculations in their software in violation of DERC Tariff Order dtd. 24/09/2015. This calculation which is in violation of DERC tariff Order dtd. 24/09/2015 is not only affecting the subsidy to be given to the eligible consumers but is also resulting into the excess billing for all the electricity consumers in Delhi. The response as received from BSES is clearly evidencing the wrong calculation of amount in violation of the said DERC Tariff Schedule Order dtd. 24/09/2016 and the issue is being taken as all the consumers of Delhi are being charged by such manipulation in their billing software.

We would request for your appropriate intervention in the matter for refund/adjustment of excess amount being charged from all the consumers in violation of DERC Tariff Order dtd. 24/09/2015 as well as Govt. of NCTD proposal No. F.11(111)/2012/Power/762 dtd. 09/03/2015. In our opinion, such unethical amount being collected by all the three DISCOMs might fall in the range of 40 to 50 crores per year and there is a need for refund to all affected consumers.

Thanking you,

Yours sincerely,

(S.K.Virman)

Project Manager