

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

Ref. No.IIPA/SCHKRMP/ELECTRICITY/2016

Dt.08/07/2016

Secretary
Delhi Electricity Regulatory Commission
Viniyamak Bhavan, C-Block
Shivalik, Malviya Nagar
New Delhi -110017 INDIA

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

Dear Sir,

We refer to our email dtd. 06/07/2016 with a confirmation copy by fax at 011-26682147. A copy of the mail is attached for ready reference. The email was escalated based on a complaint received by our Portal from a consumer against BSES Rajdhani Power Limited wherein a consumer was denied the subsidy as entitled to a consumer as per Govt. of NCTD letter No. F.11(111)/2012/Power/762 dt. 09/03/2015. It has been further mandated by DERC in the tariff order dtd. 24/09/2015 (a copy is attached for ready reference). While the consumer escalated his complaint to BRPL with a copy to us, BRPL preferred to remain silent. Even the complaint escalated by the Portal was also not being responded.

However, the DISCOM responded to the issue after much persuasion. The response received from the DISCOM has further surprised us as it was found to be in blatant violation of Tariff Schedule as announced by DERC vide its Press Note dtd. 24th September 2015. This compelled us to have further insight of billing system of all the three DISCOMs and found that all the DISCOMs are violating DERC regulated Tariff Schedule. The violation is with respect to a relevant point of DERC Tariff Schedule as per Order dtd. 24/09/2015 to all the three DISCOMs namely BSES Rajdhani Power Limited, BSES Yamuna Power Limited and Tata Power Delhi Distribution Limited. The relevant point of the said Tariff Order dtd. 24/09/2015 is quoted on the next page:

“Interpretation/Clarification

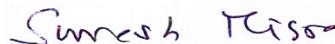
6. The term “month” indicated in the Tariff Schedule shall mean a period of 30 days. For the sake of brevity, all parameters related to billing including eligibility of consumer for subsidy shall be prorated on 30 (thirty) days irrespective of the number of days in calendar month/no. of days billed.”

In the instant case a consumer received a bill number 100572419599 due for payment on 08/07/2016. The said bill has been billed for 385 units for 29 days. The consumer was denied the Subsidy as per GNCTD order referred above. The cut off billing units for the subsidy is 400 units and the corresponding units for 29 days come to 386.66 units i.e 387 units (RO) as per DERC Tariff Schedule. As such the consumer in our opinion is entitled for the Subsidy as the consumption is below the stated eligibility limits.

The response received from BSES through their email dtd. 6th July 2016 was further shocking reflecting that the billing irrespective of subsidy or no subsidy is also being generated in violations/ Directives of DERC Tariff Schedule. A copy of the email dtd. 06/07/2016 received from BSES is attached for ready reference. As is evident from their mail, the DISCOM has been generating the bills for energy consumption as well as for the purpose of eligibility of the consumer based on No. of Days in the calendar month and the number of days billed in the month which is in violation of the stated DERC Tariff Schedule. Further analysis of the bills of other consumers on sample basis reflects that the bills are being generated based on this criteria which has been resulting into excess billing across the NCT of Delhi. The excess billing in the instant case has been found to be Rs. 965.15 which also includes amount on a/c of wrong calculation of slab tariff in violation of the stated DERC Tariff Schedule. We have carried out sampling analysis and found further that almost all consumers are being charged in excess by amount ranging from Rs. 8/- to Rs. 100/- not only by BSES but also by TDDPL. As stated above, even the consumer under reference has been billed with an excess amount of Rs. 965.15 in violation of the said DERC Tariff Order and there could be number of such cases which might be going unnoticed due to ignorance or lack of awareness. Estimating the number of consumers of electricity in Delhi as close to 50 Lakhs, such excess amount being charged unethically in violation of DERC Tariff Schedule could be well imagined. We estimate such figures of excess billing to be ranging anywhere around Rs. 5 to 10 crore per month. A copy of the analysis on sample basis as above is attached at Annexure 1.

In view of the foregoing, we request you for perusal of these documents and passing on the appropriate orders for refunding the excess amount so charged from the consumers by way of adjustments in the subsequent bills and further the DISCOMs may be directed to put an immediate stop to such unethical business practices.

Thanking you,

Yours sincerely,

(Prof. Suresh Misra)
Project Director

