

DELHI ELECTRICITY REGULATORY COMMISSION

Viniyamak Bhawan, 'C' Block, Shivalik, Malviya Nagar, New Delhi – 110017

Ref. F.11(181)(5)/2005-06/DERC/

In the matter of : CG/180-2006.

Sh. C. Kapoor & Mrs. Sudarshan Kapoor,
B-219, Okhla Industrial Area,
Phase-I,
New Delhi-110020.

.....**Complainant**

VERSUS

BSES Rajdhani Power Limited,
Through its : **CEO**
BSES Bhawan,
Nehru Place,
Delhi-110019.

.....**Respondent**

Coram :

**Sh. Berjinder Singh, Chairman, Sh. K. Venugopal, Member &
Sh. R. Krishnamoorthy, Member.**

Appearance :

1. Sh. R.C. Mehta, AVP, BRPL.
2. Sh. Biswajit Biswas, Commercial Officer, BRPL.
3. Sh. Sunil Singh, BM –ALN, BRPL.

ORDER

(Date of Hearing : 11.01.2007)

(Date of Order : 14.02.2007)

1. The present case has been forwarded by the CGRF, recommending imposition of penalty upon the Respondent for violation of Regulation 39 of the DERC (Performance Standards – Metering & Billing) Regulations, 2002, for not raising the first consumption bill within 06 months from the date of energisation of connection.

2. The Complainant had approached the CGRF on 04.05.2006 complaining that the first consumption bill was not issued for more than 04 years from the date of installation of the meter i.e. 08.10.2002. He submitted before the Forum that he visited the office of BRPL to collect the bill but, in vain and further, that his meter was checked on 15.02.2006, and was found running slow by 16.68%. The complainant submitted that they applied for a load of 17kw at the initial stage by mistake, whereas, the requirement was very low. The complainant wanted to get the load reduced from the very beginning.

3. The Complainant submitted that when he approached the office of BRPL, he was told that for load reduction, an application was required to be submitted by annexing a copy of the latest bill but, the complainant had not received any bill till that date.

4. The matter came up before the CGRF on 03.08.2006, wherein the Ld Forum observed that there was abnormal delay of about 04 years in issuing the first consumption bill which was required to be issued within 06 months from the date of energisation of connection in accordance with the DERC (Performance Standards – Metering & Billing) Regulations, 2002. Being dissatisfied with the contents of the Speaking Order passed by the Ld Forum on 10.08.2006. The complainant again approached the CGRF on 17.09.2006 as his request for reduction of load was not considered by the Forum. On this, the Ld Forum vide its order dated 25.09.2006, directed the Respondent to reduce the load of electricity connection from 17kw to 11 kw.

5. The Respondent in their reply to the show cause notice issued by this Commission have submitted the following :

- i) The total assessed units w.e.f. 18.10.2002 to 17.08.2006, works out to 7665.
- ii) The reduction of load has been done from 17 kw to 11 kw w.e.f. 01.11.2004, in terms of the order of CGRF.
- iii) The compensation amount of Rs.1,000/- has been adjusted in the energy consumption raised against the Complainant.

6. No one appeared for the Petitioner's side. Sh. R.C. Mehta, Representative of the Respondent, submitted that the order of CGRF dated 25.9.2006 has been complied with and he has undertaken that the Respondent would ensure that such lapses do not occur again in future.

7. From the material available before the Commission, it is evident that the Complainant has been put to harassment for about 4 years by not raising the first consumption bill, as a result of which, they could not even apply for load reduction. To apply for load reduction, a copy of the bill was required to be attached which was not issued by the Respondent. In terms of Regulation 4(vii) of the DERC(Performance Standards –Metering & Billing) Regulations, 2002, the Licensee is required to raise the first bill within 2 billing cycles of energising the connection whereas in the present case the Respondent did not raise the bill for a long spell of time i.e. 4 years.

8. Moreover, a show-cause notice was issued by the Commission to the Respondent on 10.10.2006, wherein they were directed to file their reply within 3 weeks of issue of the notice, whereas, they filed the reply only on 10.1.2007 i.e. just a day before the date of hearing.

9. The Commission is of the view that the Respondent Licensee have violated the provisions of Regulation 4 of the DERC (Performance Standards – Metering & Billing) Regulations, 2002 besides not properly complying with the directions issued by the Commission. The Commission, therefore, imposes a penalty of Rs. 500/- on the Licensee for its failure to comply with the above Regulation. The Licensee shall submit compliance report within 30 days from the date of issue of this Order. Further, in accordance with Regulation 39 of DERC (Performance Standards – Metering & Billing) Regulations, 2002, the Respondent shall furnish a statement of first bills raised after six months from the date of energisation of the connection for scrutiny. The Respondent Licensee is also advised to ensure timely compliance of the directions issued by the Commission from time to time.

10. Ordered accordingly.

Sd/-
(K. Venugopal)
MEMBER

Sd/-
(R. Krishnamoorthy)
MEMBER

Sd/-
(Berjinder Singh)
CHAIRMAN