

To,

The Chief Executive Officer,
M/s BSES Rajdhani Power Ltd.,
BSES Bhawan,
Nehru Place,
New Delhi – 110019

Sub.: Compliance on behalf of M/s BSES Rajdhani Power Limited with the DERC Order dated 30.10.2009.

Sir,

This is with reference to your letter RCM/09-10/614 dated 13.11.2009 regarding compliance of the Order of DERC dated 30.10.2009 in the matter of complaints of inflated billings for the month of June, July & August, 2009. It is noted that you have made several interpretations of the order which are not part of the directions given by the Commission in its order dated 30.10.2009.

2. In this regard the following is clarified:-

- a) The order of the Commission does not prescribe any deadline for filing of complaints. This has been clarified to you when you had met the Commission on 19.11.2009.
- b) The order does not exclude consumers from the scheme in the Order dt. 30.10.2009 on the basis of results of testing of meters by CPRI.
- c) The order does not make any distinction between consumers who have paid the disputed bill amount and those who have not paid. In respect of those consumers who have paid the bill, you are directed to refund the amount over and above the limit of 30% prescribed by the Commission in cases of consumers who now dispute the bills and are agreeable to the installation of check meter as per the Commission's Order.
- d) In case where a consumer indulges in tampering of the check meter/main meter or refuses to get check meter installed, his complaint for inflated billing cannot be declared as *void ab initio*. The licensee can bring the essence of the order (paragraph 16) to the notice of such consumer and inform him that these are requirements prescribed in the order of the Commission which has to be necessarily complied with in order to avail of the benefit of the scheme as per the order and in case of non-compliance the benefits of the scheme will not be available to him.

3. You are requested to comply with the above mentioned directions and send a report **by 10th December 2009**.

Yours faithfully,

(Amarendra K. Tewary)
Secretary

Copy to:- The Chief Executive Officer, BSES Yamuna Power Ltd., Shakti Kiran Building, Karkardooma, New Delhi-110 092 – for similar compliance.

(Amarendra K. Tewary)
Secretary