

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

PRESS NOTE

12th October, 2012

The Commission issued the Tariff Order for FY 2012-13 recently vide which revised tariff schedule has been made applicable to take effect from 1.7.2012.

The Commission has received various petitions/representations regarding the accuracy/correctness of the electricity bills issued in pursuance of Tariff Order FY 2012-13 by the distribution licencees.

Consumer Grievance Redressal Forums (CGRFs) have already been set up in accordance with provisions contained in Section 42(5) of the Electricity Act, 2003 for redressal of consumer grievances in NCT of Delhi. However, a **special drive** is being launched for redressal of consumer grievances relating to correctness of electricity bills issued by DISCOMs and NDMC in pursuance of Tariff Order 2012-13 from **19.10.2012** in which Chairman and Members of Consumer Grievance Redressal Forums (CGRFs) will hold sittings in various Divisions/District Offices of DISCOMs of Delhi i.e. BRPL, BYPL, TPDDL & NDMC for summary disposal of grievances/complaints as per their jurisdiction.

CGRFs will conduct hearing from 11.00 AM – 01.00 PM and 02.00 PM – 04.00 PM as per the schedule being issued by the Commission by way of a Public Notice in all leading newspapers, a copy of which is also available on the Commission's website i.e. www.derc.gov.in

All aggrieved consumers may avail of this opportunity and submit their complaints/grievances relating to correctness of electricity bills addressed to Secretary, CGRF of the concerned DISCOM, in the respective Division/District Offices atleast three days prior to the scheduled date of hearing.

Concerned officials of DISCOMs and NDMC shall also be present alongwith relevant records. Cases will be taken up on first come first serve basis for summary disposal.



Secretary
Delhi Electricity Regulatory Commission