

## COMMERCIAL DEPARTMENT

### **BILLING & METERS**

#### **A. Billing :**

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| 1. Meter reading of Electricity & Water date.                              | Once in every month on a scheduled. |
| 2. Issue of Electricity/ Water bills.                                      | Monthly.                            |
| 3. Issue of duplicate bills.   | On request, the same day.           |
| 4. Complaints made on personal visit regarding billing will be sorted out. | Within one week.                    |
| 5. Final reply to the consumer.  | Within 15 days.                     |

#### **B. Defective Meters :**

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| 1. Testing of defective meter.                  | Within 7 days after deposit of fee.   |
| 2. Communication of testing result to consumer. | Within 7 days after testing.  |
| 3. Replacement of defective electric meter.     | Within 15 days of receipt of request from consumer or before the next reading rounds. |

#### **C. Complaints :**

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| 1. Redressal of Grievance relating billing & bills Corrections by 4:30 PM Sr. A.O.(Billing). | Every day between 3:00 PM.                       |
| 2. Complaints/ Enquires will be attended personally by ACOs and Section Officer (Rate).      | Every day between 2:00 PM & 5:00 PM.             |
| 3. Attending to complaints by EE (Commercial)/ AEE (Commercial).                             | Between 3:00 PM and 4:30 PM on all Working Days. |
| 4. Redressal of grievances of consumers by Joint Director (Commercial).                      | Between 3:00 PM and 4:30 PM on all Working Days. |

#### **D. Miscellaneous :**

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| 1. Disconnection of electricity/ water meter on request of the consumer. | Within three working days of receipt of the application.                       |
| 2. Issue of pre-final current bill.                                      | Within 2 days of disconnection of supply.                                      |
| 3. Issue of NOC/NDC (No Objection Certificate/ No Demand Certificate).   | After disconnection and deposition of final bill from Sr. AO (B)/ AO (B).      |
| 4. Refund of Security Amount.  | Within 10 to 15 days after completing all the codal formalities by Sr. AO (B). |
| 5. Disconnection of electricity & water connection on non-payment.       | After two billing cycles.  |
| 6. Restoration of Electricity/ Water supply.                             | Same day after clearing of outstanding dues.                                   |

Consumers are advised to clear their bills by due date to avoid levy of surcharge at prescribed rate by DERC per month.

#### **GENERAL**

The Commercial Department deals with revenue realization on account of electricity/ water supplies to consumers. Consumption of electricity/ water is metered. Meter readings of electricity meter are being recorded through Smart Meter on GPRS Communication System to our Head End System/ Meter Inspectors every month and thereafter it is computerized and bills are sent to consumers accordingly. Further, the water meter reads are taken manually by the Meter Readers for further processing for generation of bills.

Consumer may pay the Electricity/ Water bills at any of the following collection counters:-

<b>Sr. No.</b>	<b>Counters</b>	<b>Day/ Time</b>	<b>Address</b>
1.	Palika Suvidha Kendra, Shaheed Bhagat Singh Place	Mon-Fri : 9:00 AM to 3:00 PM	Palika Suvidha Kendra, Shaheed Bhagat Singh Place, Gole Market, New Delhi,

2.	Palika Bhawan	Mon-Fri : 9:00 AM to 3:00 PM	Palika Bhawan, M-57, Sec-13, R. K. Puram, N.D.
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For the convenience of Hon'ble Ministers and Hon'ble Members of Parliament, NDMC has set up an office at Parliament Annexe at Room No. 314. An officer is available in this office to look into the day-to-day problems of Ministers and Members of Parliament where they can also deposit their electricity and water bills.

<b>Sr. No.</b>	<b>Counters</b>	<b>Day/ Time</b>	<b>Address</b>
1.	Parliament Annexe	Mon-Fri : 10:00 AM to 3:00 PM	Room no. 314, Parliament House Annexe, New Delhi Ph.: 23034314/ 16

Online payment can also be made by consumers through Debit Card, Credit Card, Net Banking, UPI, Bhim, etc through a pay online link available at NDMC website <https://www.ndmc.gov.in>. Payment is also accepted in respect of electric/ water dues through RTGS by Govt. Deptt. for which they have to make specific request to NDMC and confirmation of payment by them on every transaction.

## RESRESSAL OF GRIEVANCES:

Complaints are attended by the following:

1.	Discrepancies in Consumption	Assistant Commercial Officer, Commercial Deptt., 1 <sup>st</sup> Floor, Shaheed Bhagat Singh Place, Gole Market, New Delhi
2.	Defective Electric meters upto 30 KW load	A.E. (Meter/ North) & A.E. (Meter/South), 1 <sup>st</sup> Floor, SBS Place, Gole Market, New Delhi
3.	CT/ PT operated defective meters. Above 30 KW load	AEE(Meter), NDMC E.S.S, Harish Chandra Mathur Lane, Janpath, New Delhi Ph.: 011-23322923
4.	Discrepancies in rates/ amount	Sr. A. O. (Billing)/ A.O. (Bulk), 1 <sup>st</sup> Floor & 2 <sup>nd</sup> Floor at Room No. 87, 91, SBS Place, Gole Market, New Delhi
5.	Delay in delivery/ receipt of bills	A. O. (Billing)/ A.O. (Bulk), 1 <sup>st</sup> Floor & 2 <sup>nd</sup> Floor at Room No. 87, 91, SBS Place, Gole Market, New Delhi
6.	Excessive Billing	A. O. (Billing)/ A.O. (Bulk & NG), 1 <sup>st</sup> Floor & 2 <sup>nd</sup> Floor at Room No. 87, 91, SBS Place, Gole Market, New Delhi Ph.: 011-23745687
7.	Cases related to connections/ disconnections in Govt. Flats and issuance of NOCs	Supdt. (C&D), Shaheed Bhagat Singh Place, Gole Market, New Delhi
8.	Cases related to misuse/ theft of electricity/ water	Executive Engineer (Commercial), 1 <sup>st</sup> Floor, Room no. 103, SBS Place, Gole Market, New Delhi
9.	Refund of Security	A.O. (Billing), 1 <sup>st</sup> Floor, Room no. 87, SBS Place, Gole Market, New Delhi Ph.: 011-23745687

## **CITIZEN RESPONSIBILITIES**

### **A. GENERAL**

1. Citizens who intend to purchase property in NDMC area advised to have no dues certificate from the Commercial Department of NDMC for electricity & water dues in order to avoid inconvenience.
2. The landlords are advised to ask their tenants to obtain no dues certificate for electricity and water dues while vacating the premises.
3. Consumers of electricity and water supply are advised to make payment on or before the due date to avoid levy of surcharge as applicable by DERC per month and disconnection supply.

### **B. ENERGY CONSERVATION**

The electricity is precious. Every unit of energy saved is an additional unit of energy generated. So it is expected from the citizens that they may conserve electricity in their own interest as well as in the interest of the nation. A few tips in this regard are as under:-

#### **DOs**

- Put on the light/ fan/ coolers/ ACs only when required. Use natural light where-ever possible.
- Use LED Lamps/ Electronic Tubes etc in place of fluorescent tubes/ compact fluorescent lamps/ incandescent lamps etc.
- Use ordinary signboards fitted with LEDs.
- Use right capacity capacitors with the induction motors of 5 HP & more capacity.
- Use separate control for each light/ fan so that the same could be used optionally.
- Use only fan or coolers in the peak hours in the evening.
- Use LPG/ PNG for cooking instead of electric heaters/ hot-late etc.
- Keep the electric wiring in proper condition.
- Use the connected load strictly within sanctioned limit.
- Use the electricity connection for the premises only for which it is sanctioned.

## **DON'Ts**

- Don't keep the light/ fan/ coolers/ ACs 'ON' when not in use.
- Avoid using incandescent lamps as these draw considerably higher power than LED/ CFL/ Fluorescent tubes.
- Don't use Neon Signboards, as the electricity consumption of such signboard is about 10 times higher than ordinary fluorescent tube fitted signboard/ LEDs.
- Don't run the induction motors of 5 HP & above without right capacity of the capacitors. It will increase the energy consumption/ bill also.
- Don't put the light/ fans in group control. This will load to wastage of energy & higher billings as well.
- Don't use air conditioners at peak hours in the evening.
- Don't use electric heaters for cooking purpose, as it is costly in comparison to LPG/ PNG.
- Don't keep the electrical wiring loose causing spark & heating. It can cause fire.
- Don't connect the load higher than the sanctioned limit, otherwise 30% MDI surcharges are leviable as per DERC Regulations.
- Don't use the domestic connection for non-domestic purpose, otherwise non-domestic/ commercial tariff alongwith 100% misuse charges are chargeable as per DERC Regulations.
- Don't extend the electricity to the other premises, otherwise non-domestic/ commercial tariff along with 100% misuse charges are chargeable as per DERC Regulations.

Generally there are complaints of inflated electricity bills but on verification it has been found that consumers are using heavy duty appliances i.e. geysers, heat convectors, heaters, electric iron, hot plates, ovens etc. Consumers are advised to use these appliances sparingly to minimize their energy consumption. If these appliances are uses for 4 hours a day per month expenses will be for air conditioner (1.5 tonnes) Rs. 1500/-, Geyser (storage type) Rs. 800/-, Geyser (Instant) Rs. 1500/- Single Hot Plate/ Electric Iron Rs. 600/-, Heat Convector Rs. 600-1000/- and Electric Oven Rs. 1200/-.

## **ACHIEVEMENT & FUTURE PLANS OF COMMERCIAL DEPARTMENT**

NDMC has implemented e-collection of various payments from consumers/ citizen like Electricity/ Water charges/ Estate license and Property Tax. For this purpose multiple banks have been selected to provide payment gateway services using which the users have option to pay their bills through Credit Card, Debit Card, Net Banking Services, UPI, BHIM, NEFT/ RTGS, etc.

New Delhi Municipal Council (NDMC) is the municipal body of city of New Delhi which covers an area of 42.74 Sqm. with population of 2.5 Lakhs (as per 2011 census).

NDMC has become India's first utility to implement the Smart Electricity Meter in its area, the project was launched on 9<sup>th</sup> January 2019 by Hon'ble Minister of State of Power, Govt. of India. Under Smart Meter National Programme of Govt. of India and Smart City initiative of NDMC, this programme of replacing all old electricity meter with new smart electricity meter has been implemented. Presently, NDMC has replaced 62,322 Nos. meters with AMI based Smart Meters.

NDMC has planned to replace all HT CT Operated Meters into Smart Meters in near future and the replacement of LT CT Operated meters are in progress. Further, all CTs of HT & LT are also to be replaced for efficient metering and recording of energy consumption.

By way of installation of Smart Meters, NDMC has improved the revenue collection and monitoring of power consumption in real time. Connection & Disconnection operation is being done through online (remotely). NDMC has also installed Smart Net Metering and Smart Renewable Energy Meters in the Domestic and Commercial places to record the Net consumption of energy (import and export) in the premises who have installed Solar Panels.

**Er. A. W. Ansari**  
**Joint Director (Commercial)**