

**Before Maharashtra State Electricity Distribution Co. Limited
Consumer Grievances Redressal Forum, Pune Zone, 925,
Kasabapeth Building, IInd flr. Pune-11**

Case No.18 of 2008

Date: 10/11/2008

In the matter of Mr.V.A.Lele

- Complainant

V/S

M.S.E.D.C.L. Kothrud Division

- Opponent

Corum

Chair Person

Mr. A.V.Bhalerao

Member/Secretary,

Mr. D.K.Mane,

Member,

Mr. T.D. Pore

- 1 Shri. V.A.Lele (Consumer for short) is a consumer who has obtained supply of electricity to his premises for residential use from Maharashtra State Electricity Distribution Co. Ltd. (Opponent for short). He first approached the Internal Grievance Redressal Cell (IGRC) with a grievance that he did not receive the electricity bills on time due to which he could not pay the bill amounts within 7 days from the date of the issue of the bill in order to avail the benefit of prompt payment discount. The IGRC did not decide his case within 2 months. The Dy.EE Deccan S/Dn by letter dt. 28/07/08 informed him that the amount of Rs.45.65 was paid to him by adjusting it in his energy bill. In spite of receipt of that letter the amount of prompt payment discount was not credited to his account. He therefore

approached this forum for payment of Rs. 45.65 with interest and compensation

- 2 After registration of the complaint notice was served on the opponent to file its say. The say was not filed within the time prescribed and therefore the case was posted for hearing to 05/11/08. Before the date of hearing on 31/10/08 the DY.EE Deccan filed the say contending that the amount of Rs. 45.65 is adjusted by giving credit in the bill for the month of Sept-2008.
- 3 On the date of hearing the complainant personally remained present and argued the case. He admitted that in the bill for the month of Sept-08 the amount of Rs. 45.65 is adjusted. However, he claimed interest and insisted that direction may be given to the opponent to deliver the bill hereinafter so that he could get 7 days margin to pay the amount mentioned in the bill to avail prompt payment discount. He further argued that for a small sum of Rs. 45.65, he had to approach the IGRC and thereafter to the forum incurring some expenses which should be compensated.
- 4 On behalf of the opponent Shri. S.B.Deshpande,A.A. argued the case and submitted that complainant is entitled to prompt payment discount as mentioned in the tariff from June-2007 to May-08 out of which the prompt payment discount for Sept-07 Rs. 6/- and for April-07 – 8.80 were paid by giving credit in the bill of Oct.07 and

Jan-08 respectively. He further admitted that for the rest of the months, the complainant is entitled to prompt payment discount Rs. 45.65 which was paid by adjusting in the bill for Sept-2008

- 5 After the complainant had made a grievance to this forum the prompt payment discount Rs. 45.65 for the period from June-07 to May-08 except the month of Sept-07 & April-08 was paid to the complainant by adjusting it in the bill for Sept -08. In making payment of prompt payment discount to the complainant inordinate delay was caused. For the late caused the complainant must be compensated by awarding interest.
- 6 At present the rate of interest of the bank is 9% in the instant case the amount of Rs. 45.65 was not due to the complainant for the entire period of 1 year, however for the sake of convenience he will be paid interest on the said sum for a period of 1 year but at the reduce rate of interest which is 6%
- 7 The reasonable amount towards expenses incurred by the complainant in making grievance to the IGRC and to this forum can be summed up to the amount of Rs. 50/-
- 8 The opponent's contention that usually he receives bills late is not disputed by the opponent. It is obligatory upon the opponent to follow the regulations and deliver the bill to the consumer in advance so that he can

avail the benefit of prompt payment discount mentioned in the tariff.

In the result the forum passes following order.

ORDER

- a. The opponent is directed to pay the interest on the sum of Rs. 45.65 (Rs.46/-) at the rate of Rs. 6% per annum for a period of 1 year and the amount of Rs. 50/- towards cost of the litigation to the complainant by adjusting the said sums in his ensuing bill but in any case within 1 month from the date of this order. The opponent to deliver the monthly energy bills to the complainant as provided in Rs. 15.5 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005(of MERC ESC Reg.2005) leaving a clear 7 days margin from the date of issue of the bill for him to make payment so as to avail Prompt payment discount.

Mr. D.K.Mane,
Member/Secretary

Mr. T.D.Pore,
Member

Mr. A.V. Bhalerao
Chair Person

Date: 10/11/2008