



Madhya Pradesh Electricity Regulatory Commission

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Date: 18/10/2006

Sub: In the matter of compliance of directives given in Tariff Order FY-05 on consumer care.

ORDER

Suo-Motu Petition No. 43/2005

Shri V.K. Mishra, Additional SE(C) appears on behalf of M.P. Madhya Kshetra Vidyut Vitaran Company, Bhopal.

Shri D.K. Ojha, Addl. SE O/o CMD appears on behalf of M.P. Paschim Kshetra Vidyut Vitaran Company, Indore

Shri D.C. Dubey, Addl. EE, O/o CMD appears on behalf of M.P. Poorv Kshetra Vidyut Vitaran Company, Jabalpur.

2. Petition is in the matter of compliance of directives given in Tariff Order FY-05 on consumer care.

3. During the course of last hearing, Commission directed the Distribution Companies to submit their reports on the following:

- (i) The analysis of the feed back form.
- (ii) Compliance on the display of LT tariff schedule (in English and Hindi) in every cash collection centre of the company.
- (iii) The East and West Discom should give the number of consumers who have opted for payment of bill by E-bill or cheques/post office. The month wise graph for the last one year should be submitted.
- (iv) Facility to make electricity bill payment by giving instruction to bank by the consumer.

4. Commission also directed all the three Distribution Companies to take initiative for introducing spot billing facility in divisional headquarters and submit a feed back on the implementation.

4. On the hearing today, the East Discom has submitted the following:

a. The analysis of feed back form for 193 no. of consumers in 18 divisions have been submitted as Annexure-I.

b. LT Tariff schedule in English as well as in Hindi has been displayed at every cash collection centre.

c. In the cash collection centre of urban distribution centre, cheque collection boxes have been provided and a good response is being received.

d. To provide bill desk facilities the matter is under process with the service provider bill desk. Due to non existing electronic clearance system in Jabalpur. this facility could not be placed so far.

e. Tele payment system has been placed in Jabalpur city so far 70 no. of consumers has been registered.

f. SMS E-mail alert payment reminder system has been introduces in the company and 500 consumers have been registered in these schemes.

g. For introducing spot billing tender is under process and by end of October, 2006, it is likely to be materialized.

6. The West Discom has submitted that during last year 80,000 consumers have made payment through post office and they have submitted the following:

(i) The feedback forms were distributed among the consumers but they didn't return the forms.

(ii) All field units have already been instructed to display LT Tariff in Hindi and English at collection centres and this is being displayed.

(iii) A graph representing the collection through post office is attached which shows that there is manifold increase in the collection through post office. Cheque collection at Petrol Pumps and Collection Centres is also being done.

(iv) Efforts to direct transfer of money from consumers account to company's account are going on and negotiations are being done with banks for the same.

(v) Tenders preparation for ERP solution which includes new comprehensive billing solution is at final stage. The specification includes functionality like spot billing, AMR etc.

7. The Central Discom has submitted the following:

(i) As per the directive of the Commission a facility for electricity bill payment giving instruction to the bank by the consumer has been provided to the consumer through the bill desk in Bhopal city. The facility extended has been enthusiast among consumers and as on today nearly 8000 consumers have opted this facility.

(ii) Facility to make payment of energy bills through cheques for all the District Headquarters under the area of Central Discom throughout 24 hrs. has been provided. About 15500 consumers (approx. i.e. 5.5. Crore p.m.) are paying their bills through cheques in Bhopal and Gwalior cities.

(iii) The display of LT Tariff Schedule for domestic consumers indicating the details of energy bill and call centers etc., is circulated to consumes through a poster (copy is enclosed).

(iv) In compliance of the directive of the Commission instructions were issued to filed officers the name of the person sitting on the collection window. It was also instructed to keep a close watch on the behaviour of the staff deputed on the Collection Centre with the consumers at the time of collection of their bills. Not a single report of misbehaviour with the consumer by the collection clerk has not been received from the Regional Chief Engineer's to display.

(v) For 2.5 lakhs consumers of Bhopal City spot billing has been finalized. As proto type of the same is being introduced in Bhopal North Division. On satisfaction of the same the facility will be extended to full Bhopal City and subsequently this will be introduced in the circles in phased manner.

8. As per the request of OIC for waiving off penalty of Rs. 1000/- each from East Discom and West Discom, the Commission has sympathetically considered the request and has decided to waive off the penalty imposed during earlier hearing.

9. The Commission has directed the Distribution Companies to submit the detailed scheme of spot billing alongwith the format of the bill proposed to be given to the consumers, to the Commission for approval.

10. With the above directions, Commission decides the case be disposed off.

(R.Natarajan)
(P.K.Mehrotra)
Member (Econ.)
Chairman

(D.Roybardhan)
Member (Engg.)