



# Madhya Pradesh Electricity Regulatory Commission

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**ORDER**  
**Petition No. 13 of 2004**  
**M.P. ELECTRICITY REGULATORY COMMISSION : BHOPAL**

**In the matter of procession of case for installment facility to the HT consumers for payment of arrears/current energy bill.**

**ORDER**  
(Passed on this day 19th February, 2004)

Shri B.L.Swarnkar, S.E. (Commercial) appears for the Board. Shri D.K.Ojha, Additional S.E. and Shri Nirmal Sancheti, C.A. appears for M.P.Paschim Kshtra Vidyut Vitaran Company Ltd.

The petition is in the matter of processing of case for installment facility to the H.T. consumer for payment of arrears/current energy bill as processing fees. The petitioner Board has framed a revised procedure and methodology for granting installment for payment of the current energy bill/arrears and revised delegation of power for grant of installments in the cases of H.T. consumers. The Board has also decided to charge non-refundable processing fee @ 0.5% of the arrears/dues for which the facility of making payment in installment shall be requested by the HT consumers. This would be subject to minimum of Rs.500/- and maximum of Rs.10,000/-. The representative of the Board further submits that the work and process involved in examining the request of such HT consumers for grant of installment facility, the fee proposed by the petitioner Board is reasonable and justified. The petitioner Board therefore requests the Commission to accord approval for charging the aforesaid processing fee from the HT consumers who make request for clearance of arrears/dues in installments.

During the hearing today the petitioner argued that for processing the case for granting installment, the documents called from the consumers have to be got examined by the C.A. so as to arrive at conclusion whether consumer deserves for the facility of installment or not. For that purpose the petitioner has to pay fees to the C.A. and to meet such expenses, provision for charging fees has been proposed in the policy. Arguments by the petitioner cannot be accepted. Therefore, the Commission suggests to the Board to include the expenses incurring for processing the case for installment facility to the H.T. consumer for payment of arrears/current energy bill should be included in the legal expenses of the Board and should be shown in the ARR (Annual Revenue Requirement). The Board may also make provision for making down payment against the arrears depending upon the financial health of the consumer or some other conditions for accepting the clearance of arrears/dues in installments. Therefore the Commission directs the Board that no processing fee be levied on those HT consumers who make request for clearance of arrears/dues in installments.

Ordered accordingly.

Sd/-  
**(D.Roybardhan)**  
**Member (Engg.)**

Sd/-  
**(P.K.Mehrotra)**  
**Chairman**

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