

BEFORE THE COMPLAINANT GRIEVANCE REDRESSAL FORUM
B.E.S. & T. UNDERTAKING

(Constituted under section 42(5) of Electricity Act 2003)

Ground Floor, Multistoried Annex Building,
BEST's Colaba Depot
Colaba, Mumbai - 400 001

Telephone No. 22853561

Representation No. N-F(S)-158-2012 dtd. 12/07/2012

M/s ICONOPLASTComplainant

V/S

B.E.S.&T. UndertakingRespondent

Present

Quorum :
1. Shri R U Ingule, Chairman
2. Shri S P Goswami, Member
3. Member - vacant

On behalf of the Complainant : 1. Shri. Kailash B. Agarwal

On behalf of the Respondent :
1. Shri Sunil B. Tokekar, AAM(F/S)
2. Shri Sandeep V. Kulkarni, AAOC(F/S)
3. Shri V.P. Sawant, AAMC(F/N)

Date of Hearing : 08/08/2012

Date of Order : 07/09/2012

Judgment by Shri. R.U. Ingule, Chairman

M/s ICONOPLAST, 3rd floor, Unit A-30, Royal Industrial Estate, Naigaon Cross Road, Wadala, Mumbai - 400 031 has come before the Forum for grievance regarding late receipt of bills pertaining to A/c no. 690-368-063*7

Complainant has submitted in brief as under :

- 1.0 The complainant has approached to IGR Cell on 17/04/2012 for late receipt of bills. The complainant has approached to CGRF in schedule 'A' dtd. 03/07/2012 (received by CGRF on 05/07/2012) as no remedy is provided by the Distribution Licensee regarding their grievance. The complainant has requested the Forum to give reasons for not getting reply from IGRC to complainant's various emails and inform about efforts taken by the officers of IRG to resolve its complaint.

**Respondent, BEST Undertaking in its written statement
in brief submitted as under :**

- 2.0 M/s. Iconoplast had applied in Annexure 'C' on 19.04.2012, which was submitted to Customer Care (F/N) Ward. Customer Care (F/N) Ward did not forward the complaint in Annexure 'C' to our Office. As we did not receive the complaint and also unaware of the complaint, the same was not replied.
- 3.0 The complainant in his application under Schedule 'A' states that he has been receiving the electricity bills late i.e. after the last date for payment and that he is deprived for 'Prompt Payment Discount'. He further states that he had forwarded various e-mails as also applied through Annexure 'C' but the same is not replied so far. He may be therefore, given the 'Prompt Payment Discount' for the period from October, 2010 till date for months in which he received the bills late.
- 4.0 The complainant has asked for Prompt Payment Discount for the months of October, 2010, April, 2011 and August, 2011. We have checked the same from our ledger and monthly bills and found that the Prompt Payment Discount is not given for the above months. Although the complainant has not mentioned anything about Prompt Payment Discount from the months of September, 2011 onwards; we have checked the monthly bills and the date of delivery of bills and Prompt Payment Discount is worked out for the months where the same was not given to the complainant.
- 5.0 The total amount of Prompt Payment Discount not given from October 2010 to June 2012 works out to Rs. 101.92. The advice for crediting this amount is already inserted in our system and the same will be credited to the consumer's bill in the ensuing month.

REASONS :

- 6.0 We have heard the complainant, Shri Kailash Agarwal and for the Respondent BEST Undertaking Shri. Sunil B. Tokekar, AAM(F/S), Shri Sandeep V. Kulkarni, AAOC(F/S) and Shri V.P. Sawant, AAMC(F/N).
- 7.0 The controversy raised before this Forum for redressal, moves in a very narrow compass. The complainant *inter-alia* raised a grievance that despite of writing five emails to the Internal Grievance Redressal Cell (IGRC) of the Respondent BEST Undertaking on the subject of late receipt of electricity bills, no action has been taken

or no reply has been sent in respect of these emails. Moreover, the IGRC has also not taken any action in the complaint lodged with it by the complainant, within a stipulated two months' period.

- 8.0 This Forum observes that by submitting an information in tabular form before the IGRC the complainant has pointed out that within a period from October, 2010 to September, 2011, on three occasions the Respondent BEST Undertaking has served the electricity bill on the complainant at a belated stage and thereby deprived him the benefit of 'Prompt Payment Discount'. The complainant therefore has prayed before this Forum to issue a direction to the concerned officials of the Respondent BEST Undertaking to serve electricity bill on him within a time enabling him to avail of the benefit of 'Prompt Payment Discount'.
- 9.0 On perusing the written statement submitted before this Forum by the DECC(F/S) of the Respondent BEST Undertaking, therein it has been submitted that the complainant had submitted a complaint in Annexure 'C' before the other Customer Care unit of the ward. Therefore the concerned ward viz. F/South was unaware of the same and could not redress with. On receiving the complaint filed before this Forum, the concerned officials of the Respondent BEST Undertaking has checked the details in its ledger and monthly bills to find that for the month of October 2010, April 2011 and August 2011, as alleged by the complainant the 'Prompt Payment Discount' has not been given to him. The Respondent BEST Undertaking therefore already inserted in its system the advise for crediting the due amount to the credit of the complainant in his ensuing electricity bill.
- 10.0 Going one step ahead the concerned DECC(F/S) of the Respondent BEST Undertaking, in its fairness at its disposal checked the further details from the month of September 2011 onwards and worked out such amount payable to the complainant on account of delay caused in serving bills for the relevant months and proceeds to give credit to the complainant. Indeed such exercise undertaken by the concerned DECC(F/S) has been commendable and this Forum appreciate the same.
- 11.0 This Forum in view of such written statement submitted before it on behalf of the Respondent BEST Undertaking finds the grievance raised by the complainant being squarely redressed with by the Respondent BEST Undertaking and find it appropriate to pass the following order.

ORDER

1. Complaint no. N-F(S)-158-2012 dtd. 12/07/2012 stand allowed.
2. The Respondent BEST Undertaking has been directed to comply with the submission made before this Forum in writing, in respect of giving credit to the complainant / consumer of 'Prompt Payment Discount' in its ensuing electricity bill.
3. This Forum further directs the Respondent BEST Undertaking's concerned officials to ensure to serve the electricity bill to the complainant and to the rest of its consumers in time so as to enable them to avail the benefit of 'Prompt Payment Discount' by working out an appropriate system to that effect. In the contingency of any electricity bill can not be served in time to its consumer, in that event to extend the

time enabling the concerned consumer to avail of the benefit of 'Prompt Payment Discount' and to work out an effective system to that effect, also.

4. The Respondent BEST Undertaking has been directed to inform the compliance of this order within a period of one month there from.
5. Copies be given to both the parties.

(Vacant)
Member

(Shri S P Goswami)
Member

(Shri R U Ingule)
Chairman