

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD.

Case No. CGRF / AZ / AUR / JLN / 566 / 2015 / 29

Date of Admission 17.11.2015

Date of Decision 19.01.2016

M/s. Jai Laxmi Oil Industries, COMPLAINANT.
Plot No. C / 18 / 12,
Addl. Old M.I.D.C. , Dist. Jalna.
Consumer No.(510019008180)

VERSUS.

1. Superintending Engineer, RESPONDENT
Jalna Circle, Nodal Officer,
MSEDCL, Jalna .

CORAM:-

Shri Dr.Bhaskar .G. Palwe Chairman

Shri U.M. Urkude, Member/Secretary

Shri Vilaschandra .S.Kabra Member.

Redressal Decision :-

The complainant M/s. Jai Laxmi Oil Industries, Plot No. C / 18 /2, Old M.I.D.C. area Dist. Jalna 431 203 is a HT consumer of M.S.E.D.C.L. having consumer No. 510019008780 from 23.04.2007. The complainant has filed complaint against Executive Engineer (Admn) Nodal Officer, O&M Jalna M.S.E.D.C.L. Jalna on dt. 17.11.2015.

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The details of the complaint are as under :-

The complainant is unsatisfied with the order passed by IGRC dated 04.11.2015. M.S.E.D.C.L. & IGRC did not given attention and dismissed their case without proper hearing of all facts explained to them in detailed. As per submission of the complainant.

- 1) The meter became faulty on 10.02.2015 and was replaced on 11.03.2015 i.e. their disputed for 28 days.
- 2) Bill for the month of February 2015 dated 04.03.2015 is Rs. 12,18,040/- (1,32,152 units and M.D. 437 KVA).
- 3) Bill for month of March 2015 , Bill date 07.04.2015, amount of Rs. 9,18,966/- (88064 units and M.D. 445 KVA) i.e. Two months bill of Rs. 21,37,006/-.
- 4) After repeated 13 request application in the month of July , Bill dated 15.08.2015 (B-80) credit of Rs. 13,99.608/- given and deducted from above dispute amount means according to MSEDCL bill for February and March 2015 is Rs. 7,37,398/- Since meter became faulty on 10.02.2015 and replaced on 11.03.2015. This bill is not acceptable to the complainant.
- 5) According to the complainant, there is certain mistake while giving (B-80) credit February 2015 month bill was billed @ 9=22 per unit i.e. 12,18,040 (132 / 52 units) , (B-80) credit was given of Rs. 8,27,577=59 (117564 unit) @ Rs. 7.04 per

unit and remaining amount i.e. Rs. 3,90,463 for 14588 units
(Which comes to around Rs. 26.77 per unit)

- 6) Same in the month of March 2015 bill for March 2015 was billed for @ 10.43 per unit i.e. Rs. 9,18,966 (88064 units) and B-80 credit was given for Rs. 5,72,031=25 (70977 units) @ Rs. 8.06 per unit .Remaining amount of Rs. 3,46,935 (17087 unit) which comes to Rs. 20.30 per unit.
- 7) And hence prayed to correct the irregularities found while giving B-80 credit also access previous 12 months bill and post meter replaced bill and calculate the average and monthly consumption. Their consumption averagely is not above 14588 units per month and MSEDCL billed for 31675 units i.e. Rs. 7,37,397 for disputed period of 28 days.

Hence the complainant has prayed to :-

- 1) Crash the order passed by IGRC and revise the excessive dispute bill properly.
- 2) To waive the DPC charges since due to dispute the complainant is not paying the sum (i.e. from disputed period till now).
- 3) The complainant vide his letter dated 12.01.2016 has submitted that MSEDCL was requested vide letters dated

10.06.2015, 15.06.2015, 30.06.2015 to correct the bill or disconnect their power supply . The complainant states that they have used power supply since dispute. The complainant is charged approximately 25 / 26 thousand per month. The complainant would have saved the interest and approximately Rs. 1.50 lakhs would have been saved.

The complainant has submitted that MSEDCL has charged excess bill for 11 days when the factory was closed. Complainant has requested to waive the electricity bill for 11 days to extent of Rs. 46673/- and interest on delayed payments of Rs. 49600/-.

Say of Executive Engineer (Admn) Nodal Office, O&M Circle, M.S.E.D.C.L, Jalna.

The executive Engineer (Admn) Jalna vide his letter dated 21.12.2015 has submitted that complainant has raised objection for waiver of interest of Rs. 49,600/- and 11 days energy charges amounting to Rs. 46673=60.

- 1) In this respect MSEDCL has already adjusted the interest amount through credit B-80 Rs. 101159.96/- As per calculation the interest and DPC is now Rs. 46948.66 on the payment of energy charges not paid by consumer from February 2015 to November 2015 , this office is not empowered to withdrawn the DPC and interest amount.
- 2) The flash over took place on 10.02.2015 in the night & on 11.02.2015 while connecting the DO accident took place to MSEDCL staff, so after Panchanama by Electrical Inspector on

12.02.2015 ,the supply restored to the consumer at 14.45 Hrs. Hence the supply to the consumer was not available for two days,the assessment for February 2015 of 28 days at 521 units as average per day. As meter became faulty on 10.02.2015 and meter reading of 10.02.2015 not available so complete bill for February 2015 is withdrawn and assessment for 28 days given. Also as the supply was not available from 10.02.2015 night to 12.02.2015 afternoon . Two days assessment i.e. $521 \times 2 = 1042$ is being withdrawn .

- 3) In the month of March 2015 meter replaced on 11.03.2015 at 16.43 Hrs. , hence assessment for period 01.03.2015 to 11.03.2015 is given for $521 \times 11 = 5731$ units. And from 11.03.2015 to 31.03.2015 consumed billed as per meter.
- 4) Executive Engineer (Admn) Jalna vide his letter dated 11.01.2016 has submitted that the complainant was issued notices for temporary disconnection of power supply on 20.03.2015, 30.06.2015, 26.05.2015, 23.04.2015, 01.12.2015 and 03.01.2016. However the complainant has denied the receipt of such notices.

Observations of Consumer Grievances Redressal Forum.

- 1) The consumer was issued incorrect and extra ordinarily high energy bill for the month of February 2015 and March 2015 due to faulty meter caused by accident in the factory, M/s. Jai Laxmi Oil Industries, Jalna .

- 2) It is difficult to pay faulty and abnormal bills which are approximately 10 times the normal bills for the complainant.
- 3) The complainant has requested 13 times to correct Incorrect and high bills for the month of February 2015 and March 2015.
- 4) The complainant is not responsible for incorrect bill.
- 5) MSEDCL has not corrected the incorrect bills for February 2015 and March 2015 upto December 2015 to the satisfaction of the complainant till he filed complaint with the Consumer Grievance Redressal Forum.
- 6) This forum is of the opinion that delayed payment charger to the extent of Rs. 46948=66 on the payment of energy charges not paid by the consumer from February 2015 to November 2015 and also till date shall be waived , as the delay for payment is not on the part of complainant.

In view of the facts as above this forum has decided to issue order as under :-

ORDER

- 1) M.S.E.D.C.L. shall issue revised energy bill to M/s. Jai Laxmi Oil Industries, Jalna after correcting the incorrect bills for February 2015 and March 2015.
- 2) M.S.E.D.C.L. shall not charge delayed payment charges till the implementation of this order.

- 3) The compensation of Rs. 100/- per week at part thereof shall be paid to the consumer from 08.04.02015 till the corrected revised bill is issued.
- 4) Compliance of this order shall be reported within 30 days.

Sd/-
Dr. Bhaskar. G. Palwe
Chairman

Sd/-
Vilaschandra. S. Kabra
Member

Sd/-
U. M. Urkude.
Member / Secretary

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