

**BEFORE THE CONSUMER GRIEVANCE REDRESSAL
FORUM , AURANGABAD ZONE, AURANGABAD**

Case No. CGRF/AZ/AUR/U/34/ 2007/ 03

Date of Filing: 01.03.07

Date of Decision: 22.03.07

**Shri - Jayprakash D.Mane
Con.No.(49001141649)**

**The Consumer
Complainant.**

Shop No.6, K.C.Comlex

N-2, Cidco, Aurangabad.

V/s

**Maharashtra State Electricity Distribution Co.Ltd.
Urban Circle, Aurangabad.**

Sub: Grievance under the Maharashtra Electricity Regulatory Commission,(Consumer Grievance Redressal Forum and Ombudsman) Regulations 2006.

1. The consumer has filed his grievance in Annexure "A " before this Forum on **1.3.07** under regulation No. 6.10 of the Regulations referred to above. A copy of the grievance was forwarded on 1.3.07 to the Nodal officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Urban Aurangabad with a request to furnish his response on the grievance within a period of fifteen days and hearing in the matter was fixed on **20.03.07**
2. The grievance of the consumer, in brief, as per consumer, is as stated below.

The consumer has taken electricity connection for commercial use for office purpose of "Daily Rajdharma" and he works for 2-3 hrs daily. The consumer received regular bills and they were being paid. A new meter bearing Sr.No. 224867 was installed during Jan- March 2003 and proper bills were received . However in the month of April 2006 he received the bill in which previous reading was shown as 309 and current reading as 389, and bill for 80 units was received which he has paid. But in the next bill instead of putting the previous reading as 389, figure of 3332 & current reading as 3339 was mentioned and bill for Rs. 18580/ was issued.

Therefore the consumer applied to the Distribution Licensee (hereinafter referred to as the D.L.) on 1.8.06 and requested to give correct bill, but the next bill he received was for Rs. 29110/ . The consumer thereafter again complained to D.L., on which his meter was inspected and meter inspection report dt.24.8.06 was given, in which meter reading was shown as 360. Though the complaint was made about the same the consumer was given to understand that inspection report of his meter was not received and was asked to pay Rs.10,000/ and then Rs.18580/ will be reduced while rectifying the bill. The consumer again on 6.1.07 applied for charging bill as per meter reading , but no heed thereof was taken and was asked to pay entire bill.

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His supply was disconnected in Dec.2006 .The consumer therefore requested the forum for issuing directives to MSEDCL to issue bill as per meter reading , to reconnect his supply and he should be compensated for the financial loss incurred by him.

3. On the date of hearing i.e. 20.3.07 , the consumer was present, Nodal officer was present on behalf of D.L. The NO filed his response on the grievance of the consumer .The NO in his response has stated that the complaint of the consumer was investigated and energy bill of the consumer is revised and credit of Rs. 22573.73 was given to him. The Nodal officer further stated that the net energy bill of the consumer is Rs. 6701.51 and the last date of payment of bill is 15.5.06.
4. We have gone through the complaint and the copies of documents submitted by the consumer. We have also gone through the response of the NO ,CPL and documents relating to the revision of the bill of the consumer. On going through the CPL we find that for Jan.2007, the previous and current reading of the meter is 389 and 389 respectively. This corroborates the contention of consumer that his supply was disconnected in Dec.2006. But surprisingly the CPL dos not show any entry relating to this disconnection, and the meter disconnection tag is shown as live. The consumer has contended that in April 2006 he has received the bill for 80

units in which previous and current reading was shown as 309 and 389 respectively, and he has paid the said bill. As stated above, the current and previous reading in CPL for the month of Jan.07 is one and the same i.e. 389. On going through the CPL for the month of April 06 the previous and current reading shown therein is 309 & 389 respectively. From the CPL it also appears that the consumer has paid the bill. On compliance of the consumer his meter was inspected on 24.8.06 by the concerned Jr. Engineer and the meter reading as observed on 24.8.06 is shown to be 360 in the report. In other words it means that the reading given in CPL for April 2006 (i.e. 309 and 389) also was wrong. In fact considering all the documents before us it is quite clear that the meter reading at the time of disconnection was 389 and that is why the CPL discloses the previous and current reading as 389 & 389 for Jan.07.

5. The Nodal officer in his response has stated that credit for Rs. 22575.73 is given to the consumer and net energy bill of the consumer in the month of Jan.07 is Rs. 6701.51/ On going through the working sheet we find that reduction for 4480 units appears to have been given to the consumer and Rs.22098.15 is proposed to be given as setoff on account of energy charges, electricity duty etc. From the working sheet we also find that besides amount of Rs. 22098.15, a setoff of Rs. 323.96 and 153.62 is also proposed to be given for DPC & interest respectively, thus making total setoff of Rs. 22375.23.

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As observed above the reading of the meter at the time of disconnection is 389 and the consumer has already paid the energy charges and the incidentals thereof in the month of May 06 itself.

- 6 In view of this there is no reason to believe that the consumer owes any payment to the D.L. at this juncture, since the supply is disconnected in Dec.2006 and it continues to be so even today. Therefore the contention of Nodal officer that the net energy bill of the consumer in Jan.07 is Rs. 6701.51 is totally wrong and not worthy of giving any consideration. Even then while exploring the possibility of the statement of the Nodal officer about net energy bill being Rs.6701.15, we

find that in the CPL for Jan.07, the amount of arrears is shown as Rs. 5028.01 and amount on account of arrears of interest is shown as Rs.1500/, but the setoff given for DPC & interest is only Rs.477.58 as it appears from working sheet. Though the DL has given credit of Rs. 22575.73 on account of wrong billing , the DL surprisingly has subjected the consumer with Rs.6528 towards arrears and interest. When the consumer has already paid the bill till the reading of 389, which is the reading even now , we fail to see any reason behind the argument that the consumer is required to pay Rs. 6701/. The consumer in our opinion would be liable to pay only fixed charges from the last paid bill i.e. from the month of May 06. We are really shocked that the concerned officers of the D.L. do not show any understanding of the grievance of the consumer , but even do not cease to harass the consumer even in the garb of rectification of the bill of consumer. We strongly deplore this attitude of the concerned officers displayed in this case.

In view of the above observations, we are of the opinion that the grievance of the consumer is correct , and that the consumer is not required to pay anything towards energy charges, Elect.Duty etc., barring fixed charges for the period for which he has not paid the bill. Hence the following order.

ORDER

1. The so called revised bill amounting to Rs. 6701/ is quashed and set aside.
2. The DL is directed to issue revised bill for the entire period for which he has not paid the bill to the extent of fixed charges only. The D.L. shall issue the revised bill within period of 15 days from this order.

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3. The consumer shall pay the revised bill within 15 days from the date of receipt of the revised bill.

4. The DL is directed to pay compensation of Rs. 1000/ to the consumer towards inconvenience and harassment caused to the consumer

The Distribution Licensee & the consumer shall comply with the above order and report compliance to the Forum

Inform the parties and close the case.

(H.A.KAPADIA)
MEMBER

(V.G.JOSHI)
MEMBER SECRETARY

(R.K.PINGLE)
CHAIRMAN