

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD.

Case No. CGRF / AZ / AUR / Urban / 575 / 2016 / 06

Date of Admission 12.01.2016

Date of Decision 15.03.2016

Shri Bhagwan Dadarao Kulkarni , COMPLAINTANT.
Plot No. 42, Gut No. 144, Sainagar,
Satara , Dist. Aurangabad.
Consumer No. (490011691479)

VERSUS.

1. Executive Engineer, RESPONDENT
Urban Circle, Nodal Officer,
MSEDCL, Aurangabad.

CORAM:-

Shri Dr.Bhaskar .G. Palwe Chairman
Shri U.M. Urkude, Member/Secretary
Shri Vilaschandra .S.Kabra Member.

Redressal Decision :-

The complainant , Shri B.D. Kulkarni is a consumer of M/s. M.S.E.D.C.L. having consumer No. 490011691479 . The complainant vide letter dated 12.01.2016 filed a complaint against the Executive Engineer (Admn.) of M/s. M.S.E.D.C.L. Aurangabad i.e. The Respondent under the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations 2006 .

P.No. 2 /-

The details of the complaint are as under :-

The meter reader has not taken reading since November 2015. The Consumer was given monthly in access average 195 units till March 2015. M/s. G.T.L. was taking readings and issue bills. Shri Babar Saheb asked Shri Mane, the clerk of the Chhavani, Sub-Division to solve the problem of the consumer. However the clerk did not take any efforts . The consumer was given a bill of 2552 units, for the month of March 2015, the consumer was shocked. The consumer requested to correct the bill to Chhavani Sub-Division.

This is due to wrong meter reading . The Chhavani Sub-Division office is 9 K.M. The consumer has visited the office by Riksha and paid Rs. 300/- per visit The consumer has requested to give him justice .

The consumer paid meter testing charges on May 2015 i.e. Rs. 150/- and the meter was replaced on 21.04.2015. The consumer has submitted that the disputed meter should be tested in presence of the consumer within one month. The consumer has prayed for Rs. 5000/- compensation on dtd. 01.03.2016.

Say of Executive Engineer (Admn) Nodal Office, Urban Circle, MSEDC, Aurangabad.

- 1) The Nodal Officer i.e. Executive Engineer issued order on 16.11.2015. The consumer paid Rs. 150/- vide M.R. No. 2634851 dated 02.05.2015 . The meter was tested in October 2015. No intimation was given to the consumer for testing the meter. Subsequently the meter was replaced , the trend of the consumption for new meter was found the average 170 units per month.

In the month of March 2015 consumption of 2552 units was given which may be due to the faulty condition and the old meter hence wrong bill is issued in March 2015. If the previous trend of the consumption for 12 months is observed then the consumption of 2552 units in one month is never seen. The consumer requested to issue the bill for the month of March 2015 as per consumption of new meter. The consumer paid Rs. 150/- for meter testing in May 2015 and the meter was tested in October 2015 hence as per the M.E.R.C. Rules action to be taken and bill is to be taken and bill is to be revised .

The meter was tested in the month of October 2015 as per the test report the meter error is 0.66 % , it means that the meter is accurate , hence it shows that the bill is correct and needs no revision as per the opinion of Additional Executive Engineer, Sub-Division, Chhavani. However the consumer took objection . Hence it was decided to send the meter to the company for data retrieval. On receipt of test report from the manufacture the bill should be revised accordingly. Now the Executive Engineer (Admn) Urban Circle has submitted the test certificate of the company vide letter dated 15.03.2016. The consumption for the month of February 2015 is 144 units, March 2015 is 186 units and the consumption for the month of April 2015 is 119 units.

Observations of Consumer Grievances Redressal Forum.

- 1) M/s. M.S.E.D.C.L. has not taken meter reading from November 2014 to February 2015.

- 2) Consumer has paid testing charges of Rs. 150/- on 02.05.2015 M.S.E.D.C.L. has tested the meter in October 2015.
- 3) There is delay in taking the meter reading for 4 months. Therefore as per MERC (Standards of Performance of Distribution Licences, period for given supply and determination of Compensation) Regulations, 2014 Appendix " A " Sr.No. 8 (I) Rs. 200/- per month or part thereof shall be paid to the consumer for 4 months.
- 4) The testing of the meter was delayed beyond seven days. The consumer paid testing fees on 02.05.2015. Hence M/s. M.S.E.D.C.L. is liable to pay compensation from 09.05.2015 till 13.10.2015 i.e. till the date of testing the meter @ the rate of Rs. 50/- per week or part thereof. The compensation to the consumer should be paid under MERC Regulation 2014 Appendix " A " Sr.No. 4 (I) (Standards of Performance of Distribution Licences, period for given supply and determination of Compensation).
- 5) Consumer has complained regarding incorrect billing on 03.05.2016 and requested to correct bills to concerned billing officers. However the billing complaint could not be resolved till today. Therefore M/s. M.S.E.D.C.L. shall pay the compensation to consumer from 03.05.2015 till the bills are corrected

at the rate of Rs. 100/- per week or part thereof under Sr.No.6 of the Appendix "A" of the MERC ((Standards of Performance of Distribution Licences, period for given supply and determination of Compensation) Regulations 2014.

- 6) Executive Engineer has submitted the test report of consumers meter No. 834138 to the forum vide their letter dated 15.03.2016 . As seen from the report from the manufacturing company , the consumption of electricity is as under.

The consumption of power for February 2015 is 144 units. The consumption of power for the month of March 2015 is 186 units. The consumption power for the month of April 2015 is 120 units . Therefore average consumption for one month comes to $144 + 186 + 120$ divided by 3 = 150/- units.

Hence the consumer should be billed for 150/- units per month since November 2014 to April 2015 and bill should be revised as above and issued to the consumer.

- 7) Consumer is harassed for getting the bill revised and corrected. There is a mental torture of the consumer. The consumer should be paid a compensation of Rs. 3000/- due to harassment , mental agony caused by the M/s. M.S.E.D.C.L. In view of this the Forum proposes to issue following order.

ORDER

- 1) M/s. M.S.E.D.C.L. has caused a delay in taking the meter reading for four months. Therefore as per MERC ((Standards of Performance of Distribution Licences, period for given supply and determination of Compensation) Regulation 2014 Appendix " A " Sr.No. 8 (I) Rs. 200/- per month or part thereof shall be paid to the consumer for 4 months .
- 2) M/s. M.S.E.D.C.L. shall pay compensation from 09.05.2015 till 13.10.2015 at the rate of Rs. 50/- per week or part thereof under MERC (Standards of Performance of Distribution Licences, period for given supply and determination of Compensation) Regulation 2014 Appendix "A" Sr.No.4 (I) for delay in testing the meter .
- 3) M/s. M.S.E.D.C.L. shall pay the compensation of Rs. 100/- per week or part thereof to the consumer from 03.05.2015 till the bill is corrected and revised under the MERC ((Standards of Performance of Distribution Licences, period for given supply and determination of Compensation) Regulation 2014 Appendix " A " Sr.No. 6.
- 4) M/s. M.S.E.D.C.L. shall correct and revise the electricity bill of consumer with 150 units consumption of electricity power from November 2014 to April 2015.

- 5) Compensation of Rs. 3000/- shall be paid to consumer due to harassment , mental agony caused by M/s. M.S.E.D.C.L.
- 6) Compliance of the order shall be communicated within 30 Days.

Sd/-
Dr.Bhaskar.G. Palwe
Chairman

Sd/-
Vilaschandra.S. Kabra
Member

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

