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Consumer Grievance Redressal Forum

“Vidyut Bhavan”, Gr. Floor,

L.B.S.Marg, Bhandup (W),

Mumbai – 400078.

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REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/242

Date: 07.12.2017

Case No. 40 /2017

Hearing Dt. 05.12.2017

**In the matter of uneven meter reading and issuing bill variation since not six month fraud claim of meter reading mental harassment to the senior citizen and meter is remove and taken to laboratory without signature of consumer and issue of the revise bill accumulated for the period of May 2017 to Oct.2017.**

**Mr. Subhash Ghosh and Ranjan Ghosh- (Consumer)**

Maharashtra State Electricity Distribution Co. Ltd. (MSEDCL)

Kolshet Sub Division

- (Respondent)

**Present during the hearing**

A - On behalf of CGRF, Bhandup

1) Shri. Anil P. Bhavthankar, Chairperson, CGRF, Bhandup.

2) Shri. R.S.Avhad, Member Secretary, CGRF, Bhandup.

**B - On behalf of Appellant**

Mr. Subhash Ghosh

– Consumer Representative

**C - On behalf of Respondent**

Shri. Sonawale , Addl. Executive Engineer, Kolshet sub Division.

**Consumer No. 0000 383056960**

**Category 92 /LT I Res 3 Phase sanction load 8KW date of connection 01.10.2016**

1. Above named consumer raised the dispute before IGRC alleging that in the month of July 2017 consumer received accumulated reading bill for unit 2387 amounting Rs. 36430/- in a single month. Consumer alleged that he was received the bill

uneven reading for last six month. Consumer pray for waving of the said high meter bill and also alleged fraud on meter reading recording mental harassment and other allegation against the respondent utility. Consumer also pray the new meter was installed on 04.08.2017 old meter was check in laboratory but no signature was taken and alleged fraud committed at the end of the utility. After filing the said grievance IGRC registered the case no. 35/2017 on dated 22.09.2017 IGRC gave opportunity to consumer for hearing and the respondent utility. IGRC pass order in favour of consumer directing bill in the month of May 2017 to July 2017 should be revised. IGRC also suggested taking appropriate action against responsible person not taking appropriate photo of meter reading every month and also suggested to take proper penalty and action against authority of meter reading agency.

2. Being this satisfied with the order of IGRC consumer initially send complaint on Email forwarding six month data and bill. The said complaint is received on Email without supporting any document latter on consumer appeared before Forum 28.11.2017 and appeared before the Forum after verification of record it was brought to the notice of this the Forum it was regular complaint was not registered as per requirement following document and all supported list of document required as per procedure. Therefore the consumer was directing by the office being annoyed and started arguing loudly. Consumer was not ready to listen and started making allegation against office for misplacing the document when document itself was not filed by him. He also started unwanted and loud argument with Forum and he was then directed wait still other matter heard. Later on consumer calm down on next date and filed all relevant documents. Notice was issued to respondent utility by this office on 28.11.2017 respondent utility sent Email informing that the concern additional executive Engineer is busy in recovery drive and unable to attend and it was communicated to the consumer but he was adamant and starting allegation against this Forum. However the later on date fix on 05.12.2017 the respondent utility and consumer was present respondent utility filed reply along with copies of documents, copy of CPL and photograph of meter reading properly. Respondent utility also filed detail of meter testing report and details of meter specification. I have perused all those concern documents in serial. Respondent

utility submitted that the consumer was charge in the bill as per actual photograph collected by office since May 2017 to July 2017 as per actual consumption recorded on meter. The bill which was issued to the consumer was not showing appropriate and readable consumption and therefore consumer was under bill. The actual consumption unit recorded after verification of record current reading and previous reading was verified the difference of reading charge against the consumer. As the bill was issued in the month of July 2017 in one month charging unit 2387 the consumer raised grievance. The meter was tested in laboratory when the meter was remove the consumer was not available at the resident. Therefore signature of consumer could not obtain. However other family member refuses to give signature accordingly it is reported on the sheet .The grievance raised by the consumer is not proper and allegation is baseless with malafied intention. The consumer issued bill revised by bifurcation in 3 month actual consumption pattern as per the connecting load and use of unit which is recorded on new meter approximately 567 unit. However subsequent consumption was higher side the sheet recording actual consumption October 2016 to November 2017 is provided by utility. Respondent utility pray for dismiss of complaint with cost.

3. After perusing rival contention of consumer and respondent utility following point arose for our consideration to which I have recorded my findings to the point for the reason given below
  - a) Whether consumer received improper and excessive bill in the month of July 2017.
  - b) Whether consumer is entitled for bifurcation of bill revise.
  - c) Whether consumer is entitled for any relief.
  - d) What ordered?

### **Reasoning**

1. I have given opportunity to consumer and respondent utility Additional Executive Engineer on date of hearing 05.12.2017. It appears that the behaviour and approach of the consumer was not proper since beginning. He started making allegation against mental harassment to senior citizen when no senior citizen appear and

approach to the Forum since beginning consumer wanted to bring pressure on this Forum to pass order as his choice which is not correct. However in fair interest of justice the consumer grievance was heard. The accumulated bill issued in the month of July 2017 what considered according to utility the said accumulated bill was issued due to wrong recording of photo reading and photo graph. The consumer was under bill claiming average unit. The meter was tested in laboratory after consumer deposited request and laboratory testing fees. The report of laboratory meter testing submitted which is considered by this Forum there is no fault and no error recorded in the meter. Respondent utility produced actual photograph the meter the serial number old meter and new meter was verified. The consumer raised objection for over writing of sketch pen on meter photograph which is his own thinking as the actual reading visible in each photo graph of verified. The actual consumption which was found recorded on the meter was as per the chart provided the average consumption of recorded unit consume since Oct. 2016 to Nov. 2017 also verified. Accordingly to utility the consumption accumulated bill May 2017 to July 2017 was verified and revise bill was issue. The consumer deposited amount of the Rs.7000/-under protest and till he was not satisfied with the decision of IGRC. The revise bill produced by the utility considered by the Forum. The consumer claim six months abnormal unit billing recorded which was communicated the consumer less as per average consumption. The fault is occurred not in intentionally but the agency seems to have committed the mistake. To my view consumer should not be blame for under in during the six month period. It is proper cause of action to raised the dispute claiming accumulated unit 2387 in the month of July 2017 .The said bill should have been bifurcated and payable in equal six monthly instalment considering higher average consumption per month . I have considered the issue sympathetically in spite of personal behaviour approach of consumer. Therefore the consumer liable to pay the said accumulated bill of unit in six monthly instalments. The respondent utility shall not charge any interest DPC and penalty against the consumer as he is not at the fault. The earlier deposited amount Rs. 7000/- shall adjusted accordingly. Hence I am inclined to accept the grievance of the consumer to the extent of

granting six month instalment for recovery of remaining accumulated bill payable by the consumer and I proceed to pass following order.

**ORDER**

1. The consumer complaint 40/2017 is allowed.
2. The respondent utility entitled to recover accumulated unit bill bifurcating six monthly instalment.
3. No interest and DPC shall be charge. Rest of the relief claim by the consumer stands dismiss. Amount Rs. 7000/- already paid by consumer shall be adjust.
4. No order as to the cost.

Both the parties should be informed accordingly.

Proceeding close.

The compliance should be reported within 30 days.

The order is issued under the seal of Consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, and Bhandup.

Note:

1) If Consumer is not satisfied with the decision, he may file representation within 60 days from the date of receipt of this order to the Electricity Ombudsman in attached "Form B".

**Address of the Ombudsman**

**The Electricity Ombudsman,  
Maharashtra Electricity Regulatory Commission,  
606, Keshav Building Bandra - Kurla Complex, Bandra (E),  
Mumbai - 400 051**

2) If utility is not satisfied with order, it may file representation before the Hon. High Court within 60 days from receipt of the order.

(I Agree/Disagree)

(I Agree/Disagree)

**ANIL P. BHAVTHANKAR  
CHAIRPERSON  
CGRF, BHANDUP**

**RAVINDRA S. AVHAD  
MEMBER SECRETARY  
CGRF, BHANDUP**

