

Consumer Grievance Redressal Forum
Maharashtra State Electricity Distribution Co. Ltd.
Bhandup Urban Zone, Bhandup

Ref. No. Secretary/MSEDCL/CGRF/BNDUZ/

Date:

Case No. 59

Hearing Dt. 24/04/2006 & 31/05/06

The consumer Shri Rampratap Ramavatar Yadav has put his grievance to the Forum on dated 28/03/06, which is registered at sr. no. 59, dtd. 28/03/06. The hearing date is fixed on 25/04/06 at 14.00 hrs. The consumer was present during the hearing but representative from the utility did not appear for hearing up to 16.00 hrs. However, the concerned S.E. was contacted to intimate the fact as he was available in Zonal Office, he himself attended the hearing but without any record. Therefore, Forum was requested by him to guide the consumer to contact the concerned Ex. Engineer to get his grievance solved considering the gravity of the case. Also, he issued the instruction to concerned Ex. Engineer to look into the matter and submit the compliance to the Forum within 15 days after attending the grievance under intimated to the consumer.

Accordingly, Executive Engineer has submitted the compliance report vide office letter no. 1006, dtd. 12/05/2006. Both the parties were again called upon for discussion on this issue on 31/05/06 at 11.00 hrs. to finalise the grievance of the consumer if any remaining. Both the parties were present.

The consumer narrated his grievance as mentioned below

The Consumer is having residential connection in house no. 1177/A Waghoba Nagar, Kalwa bearing consumer No. 9153622 with meter Sr. No.2865344 which found stopped in the month of July 2004. The stop meter was replaced in the month of February 2005 whose final meter reading was 1842 but it was taken as 2007 Thus it was billed for nearly 1000 unit in excess. At the time meter replacement final reading was not shown to me & I am harassed for no faulty on my side. Therefore it is requested to issue order for withdrawal of excess unit billed alongwith the interest and D.P.C charged, if any.

Further, he stated that bill was issued on average basis under faulty status though meter was on working condition for the month of Nov.-02, Jan-03 & March-03 for the unit 368, 101 & 111 respectively which is not debited when the meter reading was made available for billing in the month of May 2003 while issuing the bill of 387 units as per the meter reading. Hence, it should also be considered for withdrawal.

Utility :

The consumer's meter was stop since July-2004, which was replaced on 7th February 2005 with new meter bearing Sr. No. 116896 having initial reading 00001. The final reading of the old meter Sr. NO. 2865344 was 1842 but it was taken for billing purpose as 2740 through oversight due to which consumer was billed in excess of 898 unit in the month of March 2005. Now, the consumer is given credit for 898 unit in the month of May-05 for Rs.3175/-. The compliance report is submitted to the Forum vide this office letter No. 1066, dtd. 12/05/06.

Further, he retreated that meter is found stopped in the month of July-2004 where as he was using the electric supply but it was not recorded on the meter due to being meter stop. Hence, average bill considering the previous trend of consumption was issued in the month of Sept.-04, Nov.-04 & Jan.-05 for 44 units in each billing month. As the stop meter was replaced on 07/02/05 by the working meter, consumption of unit during the above period is not recorded on any meter. So, the above average billed unit is in order. Therefore, it is requested to the Hon. Forum to set aside the withdrawal of 132 units as per ICGRC order No. 914, dtd. 23/02/06 vide case no. 59 for the sake of natural justice.

Observation of the Forum :

1) The consumer's meter was replaced in the month of February 05 on dated 07/02/05 & the final reading of the old meter was fed for billing as 2740 which caused raising of abnormal bill to the consumer due to being 898 unit billed extra. The S.E., Thane, during his presence at the time of hearing on dtd. 25/04/06 issued the instruction to the concerned authority to verify the record. Accordingly, it was attended by the utility & compliance is submitted vide letter no. 1066, dtd. 12/05/06 & a credit of Rs. 3175.56 is given in the month of May-05.

The consumer was charged for DPC & interest on exorbitant bill for his no faulty, it should also be refunded to the consumer as this part is not considered while revising the bill which is confirmed from the document submitted by the utility.

2) The consumer was billed under lock status in May, July & Sept-02 & credit of Rs. 496/- is given in the month of Nov-02. Though, the meter was in working condition, consumer was billed under faulty status for the month of Nov-02, Jan-03, March-03 for 368,101 & 11 units respectively. In the month of May-03, meter was read and bill was issued for 387 units as per the available meter reading but unit billed under faulty status were not considered for its withdrawal. Hence, it should be withdrawn. However, for this part of grievance, meter reader is fully responsible and liable for disciplinary action to avoid its recurrence. Utility is suggested to improve he performance of meter reader to maintain the S.O.P. Serious action against the Meter Reader is contemplated.

3) The consumer's meter was faulty/stop since July-04 to 07/02/05, but there was use of power by the consumer. As consumer was liable to be issued bills for the units consumed by him, it was only alternative left to charge the consumer on average basis as per the previous consumption pattern during the meter stop period, hence it was issued by the utility on the basis of 44 units/per for the month of Sept.-04, Nov.-04 & Jan.-05. As electricity consumed during above period was not recorded by stop meter and by the new meter provided on 07/02/05, question does not arise to withdraw, the above average bill i.e. $3 \times 44 = 132$ units. Hence, ICGRC's order is partially set aside in this respect.

ORDER

- 1) The excess bill for 898 unit is already withdrawn by the utility, but interest & DPC is not considered for withdrawal. However, interest & DPC should also be withdrawn.
- 2) The consumer billed for the billing month of Nov.-02, Jan.-03 & May-03 under faulty status for 368, 101 & 111 units respectively for working meter should be withdrawn.
- 3) The consumer was given credit of 132 units as per the ICGRC order, which is partially modified. Hence, consumer should be charged for 132 units.
- 4) This order should be complied within 30 days from the date of issue of this order.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 31st of May 2006.

Note : 1) If Consumer is not satisfied with the decision, he may go in appeal within 60 days from 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 go in appeal before the Hon. High Court within 60 days from receipt of the order.

MRS. M.P. DATAR
MEMBER
CGRF, BHANDUP

S.L. KULKARNI
CHAIRMAN
CGRF, BHANDUP

G. B. SINGH
MEMBER SECRETARY
CGRF, BHANDUP