

**Before Maharashtra State Electricity Distribution Co. Limited
Consumer Grievances Redressal Forum, Pune Zone,
925, Kasabapeth Building, 11nd flr. Pune-11**

Case No.11/2012

Date: 25/05/2012

**In the matter of
Shri. H.B.Dhote**

- Complainant

V/S

M.S.E.D.C.L. Mulshi Division

- Opponent

Quorum

Chair Person	Shri.S.D.Madake
Member/Secretary,	Shri.L.G.Sagajkar
Member	Shri.Suryakant Pathak

- 1) Shri. Harish Bhaskar Dhote is consumer of Maharashtra State Electricity Distribution Co. Ltd. (MSEDCL) vide No. 17113001610. The dispute arose due to issuance of excessive bills without taking a correct meter reading. Opponent issued bill of 10453 units in Dec-2011 which according to consumer was not as per consumption.
- 2) The consumer requested to opponent not to disconnect electricity supply stating that bill was not correct by letter dt.04/01/2012
- 3) According to consumer employees of opponent disconnected electricity supply without notice under section 56 of Electricity Act 07/01/2012 consumer requested for resumption of supply, however he was asked to deposit Rs.25/- towards reconnection charges. The bill of Rs.57500/- was issued to consumer and he was directed to pay first installment out of five to the amount of Rs.11,500/- as a condition precedent for reconnection of supply. Accordingly consumer paid first installment of Rs.11,500/- on 13/01/2012. He submitted that even though he paid amount on

13/01/2012, electricity supply was restored on 19/01/2012. It is submitted that repeated requests were made to opponent for redressal but no cognizance was taken by its employees.

- 4) Consumer moved to Internal Grievance R.C. The Internal Grievance Redressal Cell (IGRC) decided the case on 15/02/2012. It is observed that bills to this consumer were given on average basis during July-2008 to Nov-2011. MSEDCL issued bill in Dec-2011 for Rs.89,970/- The IGRC was pleased to permit consumer to pay bill by installments. The IGRC specifically observed that employees of Opponent who were responsible to issue bills on average basis be identified and proper action be taken against erring employees. The IGRC further stated that current bill be separately issued and arrears be accepted by installment. We grant 24 installments to consumer for payment of arrears.
- 5) The consumer has submitted before this forum that employee of opponent forcibly disconnected electricity supply without valid notice. He stated appropriate action be taken against employees responsible for the above act. The IGRC has specifically ordered in this behalf. The only grievance of consumer is to take suitable action against persons responsible for issuance of average bill and disconnection without notice as required under section 56 of electricity Act .The prayer of the consumer is taken care of by IGRC. WE also observe that appropriate action as per law as suggested by IGRC is necessary. He has not claimed compensation however he was serious about to take appropriate action against persons responsible for deficiency in service. Though consumer did not claim compensation, we feel that nominal reasonable compensation would be necessary to meet ends of justice. We award Rs.1000/- to consumer. He is also entitle for Rs.100/- for failure to meet standard of performance as per SOP regulation 12. As per the said regulation opponent was under an obligation to reconnect electricity supply within two days. The consumer paid money towards electricity bills and reconnection charges on dt.13/01/2012 and it was necessary to make reconnection before 15/01/2012. In fact reconnection was made in 19/01/2012. As per said regulation, compensation payable is Rs.100/- per week. We order MSEDCL to pay the compensation Rs. 100/- as per regulation.

ORDER

- 1) MSEDCL is directed to accept the amount of arrears of Rs.46040 by 24 monthly installments.
- 2) MSEDCL is directed to pay Rs.1000/- as compensation for illegal disconnection and Rs.100/- for delay in reconnection. Total compensation of Rs. 1100/- shall be adjusted in subsequent bill.
- 3) Appropriate action as suggested by I.G.R.C. be taken to prevent harassment of consumers in future.
- 4) Report compliance of this order within 30 days .

L.G.Sagajkar,
Member/Secretary

Suryakant Pathak
Member

S.D.Madake
Chair Person

Date: 25/05/2012

