

**CONSUMER GRIEVANCE REDRESSAL FORUM  
M.S.E.D.C.L., PUNE ZONE, PUNE**

**Case No.17/2015**

**Date of Grievance : 24.06.2015**

**Date of Order : 11.08.2015**

In the matter of exorbitant billing.

The Captain, U.C. Arora,  
102, Cloud,-9, NIBM,  
Pune - 411048.

**Complainant**  
(Herein after referred to as Consumer)

**Versus**

Executive Engineer,  
M.S.E.D.C.L.,  
Rastapeth Division,  
Pune.

**Respondent**  
(Herein after referred to as Licensee)

**Quorum**

**Chair person  
Member Secretary  
Member**

**Mr. S.N.Shelke  
Mr. D.H.Agrawal  
Mr.S.S.Pathak**

**Appearance**

**For Consumer**

Mr. U.C.Arora

**For Respondent**

**Mr. Ekade, Ex. Engineer  
Rastapeth Division.  
Mr.Bhosale, Addl. Ex.  
Engr., St. Merry S/dn.**

- 1) The Consumer has filed present Grievance application under regulation no. 6.4 of the MERC (CGRF & E.O.) Regulations 2006.
- 2) Being aggrieved and dissatisfied by the order dated 05.05.2015 passed by IGRC Rastapeth Urban Circle, Pune, thereby rejecting the grievance of the consumer, the consumer above named prefers this grievance application on the following amongst other grounds.

- 3) The papers containing the above grievance were sent by the Forum to the Executive Engineer, M.S.E.D.C.L., Rastapeth Division, Pune vide letter no. EE/CGRF/PZ/Notice/17 of 2015/210 dtd.24.06.2015. Accordingly the Distribution Licensee i.e. MSEDCL filed its reply on 17.07.2015.
- 4) We heard both sides at length, gone through the contentions of the consumer and reply of the respondent and the documents placed on record by the parties. On their basis following factual aspects were disclosed.
  - i) Energy connection bearing consumer no.160250319522 is standing in the name on Captain U.C. Arora, & categorized as LT-1 Residential 3 Ph.
  - ii) As per the complaint of the consumer regarding defective meter reading in April-2012, the meter bearing Sr.No.00094146 was removed for testing purpose on 10.5.2012.
  - iii) Meter Testing was carried out on 22.5.2012 & testing report was OK i.e. error within limit.
  - iv) Old meter bearing Sr. No. 00094146 was removed from the premises of the applicant and another meter bearing Sr. No.009304300 was affixed temporary on dtd.10.5.2012.
  - v) However the above mentioned new meter was kept at the premises of the consumer as per his request after testing the old meter which was accurate & error within limit.
  - vi) Officials of MSEDCL instead of taking entry of the New meter no. as 09304300, it was wrongly fed as 00930400 in billing section (IT)..in August-2012.
  - vii) As the meter number entry was wrongly fed, the applicant was charged with 00 consumption under, the normal status during the period from Sept.2012 to Nov.2014 as per computerized billing programme except in Aug.2012 for 1 unit & in March-2013- 169 Units.
  - viii) Load verification of the applicant was done by the Licensee & the applicant was charged with 500 units/month with faulty status for the

period Dec.2014 to Feb.2015 and at that time entry of Meter No. is corrected in Nov.2014.

- ix) In the month of March-2015 bill revision was done as per actual reading & applicant was charged with Rs.68915.29 as a adjustment amount, & net bill amount was Rs.82607.14 as per new meter reading from initial reading 8 to reading 12035 for the month of March-2015.

5. The consumer Captain Mr.U.C. Arora submitted that he has occupied the said premises since 2006 his average consumption is 200 units/month & therefore he may allowed to pay the electricity bills due against him by installments. He further submitted that at the time of replacement of the said meter the Licensee has neither shown him initial reading nor took his signature on the documents as per rules. MSEDCL has shown exorbitant billing and obvious reason for the same is that initial reading as shown by the MSEDCL is wrong and it is the fabrication. He lastly submitted since the meter reading is wrong revised bills be prepared excluding DPC & interest. He should be granted SOP compensation of Rs.200/month for all the month for not taking actual meter readings & then billing.

6. On the other hand Mr. Ekade, Ex.Engineer, Rastapeth Division submitted that as per the complaint of the said consumer regarding defective meter and charging of exorbitant bills, the concerned section officer decided to test the meter bearing no. 00094146 and at that time it was removed from the consumers premises & another meter bearing Sr.No. 009304300 was fixed temporarily to maintain the continuity of the supply at the residence. The testing report of the old meter was found OK. All these activities were carried in the month of May-2012. The consumer has not raised any objection about the testing procedure & the testing results thereof. He further submitted that after receipt of testing result of the said meter, the Sectional Officer decide to affix original meter at the consumers installation. However, the consumer did not allow to remove New meter and fixing of old meter at the installation. Therefore Sectional Officer decided to keep the position as it was and fed the replacement entry of the meter in the official records.

7. Mr. Ekade, further submitted that while taking the entry of New meter in the records, due to human error, inspite of taking entry of meter no. as 09304300, it was wrongly taken as 00930400. Therefore as the meter number entry was wrongly fed, the consumer was charged with 00(Zero) consumption under normal status for the months from Sept.- 2012 to Nov.2014 as per the computerized billing programme. He further submitted that though the consumer was utilizing the power during the said period and was receiving the bills regularly, he has not pointed out the said mistake but kept mum. However, at the time of verification in the month of Jan.- 2015, the load verification of the said consumer was done and he was charged with 500 units/month with faulty status for the period from Dec.2014 to Feb.2015. The entry of correct meter was taken at that time.

8. Mr. Ekade, further submitted that in the month of March-2015 the necessary bill revision was done as per meter reading and the consumer was charged with Rs.68,995.29 as the adjustment & net bill amount Rs.82607.14 amount taking into account the consumption as 00 as well as "faulty" and "RNA" status consumptions with slab benefit. He lastly submitted the consumer has utilized the power therefore he has to pay the bill amount.

9. Following points arise for our determination. We give our findings thereon for the reasons stated below.

Points	Findings
1. Whether the bill issued by the Licensee to the consumer for the month of March-2015 amounting to Rs.82,607.14 (including adjustment amt. 68915.29) is exorbitant ?	No
2. Whether bills issued by the Licensee to the consumer are fabricated?	No
3. Whether consumer is entitled to get compensation as per SOP regulations for not taking actual reading & then issuance of bills as per reading ?	Yes
4. Whether consumer is entitled to get installment	Yes

as well as exemption of DPC & Interest on the  
Installment amount?

5. What order?

As per final  
order.

10.

**REASONS.**

As to point no.1

According to the consumer only he & his wife are staying in the house since last 10 yrs. & at his monthly average consumption is 200 units. But in the month of April - 2012 suddenly heavy bills were issued but those were corrected by the then Chief Engineer, and the excess amount adjusted and settle the matter. However, thereafter wrong bills were issued by the Licensee showing exorbitant consumption and not as per actual readings. Whereas it is the contention of the Licensee that as per the request of the consumer regarding detective meter and excessive bills the meter bearing no.00094146 was removed for testing and in its place another meter bearing no. 09304300 was affixed for maintaining the continuity of the supply. The testing report of the old meter was found OK however the consumer did not allow to remove the another meter bearing no.09304300. Thereafter while taking entry in the record in spite of meter no. 09304300 it was wrongly taken as 00930400. And since the meter no. entry was wrong, the applicant was charged with 00 consumptions under normal status for the months from Sept.- 2012 to Nov.2014 as per the computerized billing programme except in Aug.2012 - 1 unit & in March.13 - 169 unit.

11. In order to ascertain factual aspects and errors in the billing, we opt here to reproduce relevant entries in the consumer personal ledger (CPL) during the period from June-2012 to March-2015.

Sr. No.	Bill month	Previous & current reading	Consumption (Units)	Meter status	Net bill	Paid amt./ date
1	June-12	15052 - 15261	209	Normal	-744.69	1320/8.6.12
2	July-12	15261 - 15261	264	RNA	840.31	0

3	Aug.12	08 - 09	1	Normal	-1494.56	830/8.8.12
4	Sept.12	09 - 09	0	Normal	-1392.27	0
5	Oct.12	09 - 09	0	Normal	-1249.68	0
6	Nov.12	09 - 09	0	Normal	-1139.17	0
7	Dec.12	09 - 09	0	Normal	-1028.66	0
8	Jan.13	09 - 09	0	Normal	-918.15	0
9.	Feb.13	09 - 09	0	Normal	-807.64	0
10.	March-13	09 - 09	169	RNA	269.77	0
11.	April-13	09 - 09	0	Normal	-835.36	260/7.4.13
12	May-13	09 - 09	0	Normal	-1154.34	0
13.	June-13	09 - 09	0	Normal	-1025.64	0
14.	July-13	09 - 09	0	Normal	-896.94	0
15.	Aug.13	09 - 09	0	Normal	-768.24	0
16.	Sept.13	09 - 09	0	Normal	-639.54	0
17.	Oct.13	09 - 09	0	Normal	-510.24	0
18.	Nov.13	09 - 09	0	Normal	-382.14	0
19.	Dec.13	09 - 09	0	Normal	-253.44	0
20.	Jan.14	09 - 09	0	Normal	-124.74	0
21	Feb.14	09 - 09	0	Normal	3.96	0
22	March.14	09 - 09	0	Normal	133.96	0
23	April-14	09 - 09	0	Normal	132.66	130/6.4.14
24	May-14	09 - 09	0	Normal	132.66	130/18.5.14
25	June-14	09 - 09	0	Normal	-318.47	130/9.6.14
21.	July-14	09 - 09	0	Normal	-89.97	0
22.	Aug.14	09 - 09	0	Normal	-61.07	0
23.	Sept.14	09 - 09	0	Normal	67.63	0
24.	Oct.14	09 - 09	0	Normal	127.63	70/13.10.14
25.	Nov.14 (Meter No. corrected in this month )	08 - 08	0	Normal	126.33	130/ 11.11.14
26.	Dec.14	08 - 08	500	Faulty	4974.44	130/ 22.12.14
27.	Jan.15	08 - 08	500	Faulty	4695.57	4970/ 22.1.15
28.	Feb.15	08 - 08	500	Faulty	9648.70	0
29.	March-15 (As per reading of meter bill is revised from May-12 to Feb.15	11612 - 12035	423	Normal	Total 82607.14	0

12. Admittedly