

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

Case No. 15/2012

Date: 27/08/2012

In the matter of  
Mrs Jayamala Jayant Daundkar  
Gokhalenagar Pune-411016

- Complainant

V/S

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

- Opponent

Quorum

Chair Person  
Shri.S.D.Madake  
Member/Secretary,  
Shri.B.M.Ivare  
Member  
Shri.Suryakant Pathak

1) Consumer Smt. Jayamala J. Daundakar is having two electrical connections one for residential and other for commercial purpose in same premises located at 1035, Gokhalenagar Pune-16. The commercial electricity connection is single phase of 1 KW having consumer No. 170010803341 and residential electricity connection is also single phase having consumer NO. 160220195136 with 3 KW load.

2) According to consumer the bills issued were not as per the consumption. The complaints were filed from time to time for issuance of proper bills as per consumption. Complainant received bill of 819 units in Sept-2011 for the first time in respect of commercial meter and bill of Zero units for residential meter. Complaint was filed regarding the above said unreasonable bills. Consumer filed written complaint on 23/11/11 for change of commercial meter being defective. Accordingly old meter No.

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According to the receipt of the complaint of consumer in Sept-2011, the meter was checked and was reported to be in proper condition. The consumer again made grievance and on the basis of the application filed by consumer the meter was changed on 26/11/11. It is averred that old meter was tested vide report dt.21/12/2011 and found error within limit. It is contended that said report is supplied to consumer, however consumer again filed complaint, and hence employee of opponent visited the place and found that new meter is recorded reading till 188 units and thereafter no further reading is recorded. The said meter also was replaced on 07/01/2012 and it was again observed that there was no record of reading in respect of the new replaced meter also. The engineer of opponent found that the load

6) According to the receipt of the complaint of consumer in Sept-2011, the meter was checked and was reported to be in proper condition. The consumer again made grievance and on the basis of the application filed by consumer the meter was changed on 26/11/11. It is averred that old meter was tested vide report dt.21/12/2011 and found error within limit. It is contended that said report is supplied to consumer, however consumer again filed complaint, and hence employee of opponent visited the place and found that new meter is recorded reading till 188 units and thereafter no further reading is recorded. The said meter also was replaced on 07/01/2012 and it was again observed that there was no record of reading in respect of the new replaced meter also. The engineer of opponent found that the load

5) The consumer contended that as the bills issued are not based on actual consumption, the proper bills be issued separately for residential and commercial use of the electricity supply.

4) The MSDCL issued notices under section 56 (1) of electricity Act-2003, for disconnection due to failure of payment of electricity bills in respect of commercial electricity connection on 06/01/2012 and in respect of residential connection on 20/03/2012

3) Consumer again filed application to MSDCL on 10/01/2012 regarding the excess bill issued by MSDCL. Consumer filed complaint before Internal Grievance Redressal Cell (IGRC) on 07/04/2012 and the IGRC passed order on 25/04/2012 observing that the commercial meter was not tested in presence of consumer. Hence Old meter No. 1139481 to be tested again in presence of consumer after payment of testing fees by consumer. It was directed that bills be issued as per the report.

6501139481 was replaced by new meter No. 7601946668 in Nov-2011 in respect of commercial connection.

of the said commercial connection was placed on the residential meter of consumer. It is contended that as the report of the meter being proper average bill is not allowed. The consumer is asked to pay Rs.100/- for inspection of the meter. However consumer has yet not paid said amount. MSEDCL stated that wiring of both the meter connections is to be properly done by consumer with the help of electrical licensed contractor.

7) MSEDCL filed on record the spot inspection report prepared on 24/08/2012. On perusal of the report, it is found that both residential and commercial meter's Internal Electrical wiring are now in proper condition. The consumer's representative signed on both the reports.

8) Heard both sides. Perused the contents of the complaint and say filed by MSEDCL. Perused the applications submitted to MSEDCL by consumer, the electricity bills and the notices sent to consumer by opponent under section 56 (1) of Electricity Act-2003.

9) The documents on record show that, the dispute is relating to issuance of the bills on the basis of meter. The consumer filed several applications stating that meter was not recording proper reading. The meter was changed from time to time and the meter reading was not properly reflected. There is no evidence to show that consumer has taken any steps for shifting the load of commercial meter on residential meter or vice versa. It is also noticed that condition of the meter is proper. Considering the above referred state of things we are of the opinion that it would be proper in the best interest of consumer as well as MSEDCL to issue the bills, on the basis of percentage of consumption based on reading recorded in respect of both the meters for twelve months proceeding to Sept-2011. Hence the bill after Sept-2011 has to be issued for both residential and commercial connection of complainant

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as per consumption trend as above and recorded consumption of both meters taking together w.e.f. Sept-2011.

10) On Perusal of the electricity bills, the bills were issued as under for a period of twelve months prior to Sept-2011 for both commercial and residential connection of the complainant by the respondent.

Month	Residential connection (160220195136)	Commercial Connection (170010803341)
Sept-2010	377	077
Oct-2010	429	126
Nov-2010	262	107
Dec-2010	370	194
Jan-2011	284	144
Feb-2011	333	188
March-2011	131	100
April-2011	045	355
May-2011	119	253
June-2011	137	140
July-2011	097	138
August-2011	140	144
Total 12 months	2724	1946

Total residential and commercial consumption for previous 12 months prior to Sept-2011 = 4670 units

Therefore

% Residential use = 58.32 = 58%

% commercial use = 41.67 = 42%

11) On perusal of the bills, it is evident that total units consumption including both residential and commercial are 4670 units. Hence the percentage use for residential purpose is 58 % and commercial purpose is 42%. Hence considering the above bills, we direct the MSEDCL to issue bills for the months from Sept-2011 to July 2012 as under for

time

Date: 27/08/2012

B.M. Iwale,  
Member/SecretarySuryakant Pathak  
MemberS.D. Madake  
Chair Person  
S.D. Madake

- 1) MSDDL is directed to issue revised bills as referred above for the period between Sept-2011 to August-2012.
- 2) No order as to cost.

**ORDER**

Month	Residential		Commercial		Total
	Residential	Commercial	Residential	Commercial	
Sept-2011	00	819	475	344	819
Oct-2011	47	383	249	181	430
Nov-2011	74	654	422	306	728
Dec-2011	197	429	363	263	626
Jan-2012	433	388	476	345	821
Feb-2012	622	00	361	261	622
March-2012	487	02	284	205	489
April-2012	525	00	305	220	525
May-2012	538	00	312	226	538
June-2012	393	00	228	165	393
July-2012	510	00	296	214	510
Actual meter consumption			Units-bifurcation as per consumption of previous 12 month for billing		
	Residential	Commercial	Residential (58%)	Commercial (42%)	

residential and commercial connections of complainant.