

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

Case No. 22/2012

Date: 28/09/2012

**In the matter of
Shri.Sadique Ismail Shaikh
1057, Ravivar Peth ,Pune**

- Complainant

V/S

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

- Opponent

Quorum

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

- 1) Shri. Sadique Ismail Shaikh at 1057, Ravivar Peth Pune is a residential consumer of Maharashtra State Electricity Co. Ltd.(MSEDCL) bearing Con. No. 170017404116. He submitted that his old meter is replaced without any reason by MSEDCL in November-2011 and electricity bill is coming double than bill received prior to replacement of meter. He further contended that new electronic meter installed is fast and his meter was replaced three times since from November-2011 and all new meters seems to be fast. Hence grievance is to install the standard, tested new meter or old electromechanical meter with correction in bill by reducing huge bill amount.
- 2) The consumer filed complaint before Internal Grievance Redressal Cell on 18/06/2012 in respect of which hearing was taken on 10/07/2012 and no relief was granted by IGRC stating that new meter installed found working in order and bills issued as per tariff order.

- 3) During hearing consumer stated that new electronic meter is fast and double light bills are received since from when old meter replaced during Nov-2011. He contended that he paid meter testing fee towards testing of fast meter. However, meter is not tested in his presence. There was no reason for replacement of old meter, even though it is replaced by MSEDCL and there has been three times meter replacement. Huge amount of bills are received due to fast electronic meter, which is required to be reduced and corrected.

- 4) During the hearing Dy. E.E. Rastapeth sub division, representative of MSEDCL (opponent) submit point wise information as below.
 - a) As per guidelines vide commercial circular No. 118 dt. 18/06/2010, MSEDCL has taken drive for replacement of old electro mechanical meters to reduce the commercial loss and increase the revenue of company. Hence old electro mechanical meter No. 35408 of sea-horse make was replaced on 10/11/2011 by new static meter S.No. 1957246 having H.E. make at first time along with other consumers in that area. This old meter was installed at the time of release of new connection, hence in service for period of approximately twelve years.
 - b) However new meter bearing Sr. No. 1957246 (HE-Make) found faulty due to display not shown and hence replaced on 08/01/2012 by new static meter bearing Sr. No. 1553661 of HPL make by MSEDCL.
 - c) As per the consumer, fast meter complaint and applicant has paid meter testing fees of Rs.100/- vide M.R. No. 2950841 dt.25/08/2012, this existing meter Sr. No. 1553661 is replaced by new another electronic meter of HPL make having Sr. No. 13303620 for testing of this meter.

- d) This meter bearing Sr. No. 1553661 is tested at meter testing unit, Rastapeth division on 06/09/2012 and meter found proper and error of meter is within limit.
- e) Hence all the bills issued as per consumption recorded by the meter having Sr.No.1553661 is correct and to be paid by consumer
- f) The representative of opponent further contended that electro mechanical meters becomes slow after five years in service and not recorded when there is small load of CFL lamp. However static meter are recording correctly even though small load of 15 watt CFL bulb is in working.

It is submitted there might be change in load pattern of consumer. Hence consumption unit/month might be increased due to above both reasons. However all the bills raised to consumer are correct and which is to be paid by applicant along with out standing bill amount.

- g) New meter Sr.No.13303620 consumption trend is observed during period 27/08/2012 to 07/09/2012 and it seems consumption pattern is correct. Hence bills issued from MSEDCL are correct.
- 5) We heard both sides. Perused the content of the complaint and all documents submitted to this forum.
- 6) The date of release of single phase residential connection is 29 June 2000 and old electro mechanical meter having Sr. No. 35408 was installed since from date of connection still Nov-2011 when it was replaced by new static meter. The average monthly consumption of Dec-2010 to Nov-2011 comes to 76 units .Whereas average consumption per month from Jan-2012 to Aug-2012 i. e after installation of new static, meter comes to 122 units/month. This shows that consumption trend of new meter is more than old electro mechanical meter.

- 7) As per meter testing unit Rastapeth division report vide letter order No. JE/MTU/RPD/T/297 dt.06/09/2012 shows that new meter installed on 08 Jan-2012 upto 27/08/2012 is found proper and meter error is (-) 1.04% i.e. within limit. However it is also noted that said meter is not tested in presence of complainant. Hence it is directed to opponent to test meter again in presence of complainant.
- 8) It is seen from CPL that the bills were issued as per the meter reading and as per the rates approved from MERC tariff order. Hence all the bills issued correct , since meter after testing found in order and proper.
- 9) The consumption trend of complainant shows increased after the change of old electro mechanical meter since from Jan-2012
- 10) The new meter installed on 27/08/2012 at present bearing Sr. No. 13303620 of HPL make is also required to be tested in presence of complainant in order to give the natural justice to complainant.
- 11) Accordingly the both meters having Sr. No. 1553661 & 13303620 were tested in presence of the consumer on 24/09/2012 through appropriate laboratory and were found to be proper correct and within permissible limits. The report submitted by MSEDCL vide L.No.Dy.EE/RPSDN/T/12-13/953 dt.27/09/2012.

ORDER

The Complaint is liable to be disposed of with no order as to cost.

B.M.Ivare,
Member/Secretary

Suryakant Pathak
Member

S.D.Madake
Chair Person

Date: 28/09/2012

