

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

**Case No.13/2017**

**Date of Grievance : 13.02.2017**

**Date of Order : 12.04.2017**

In the matter of faulty meter & exorbitant billing.

Mr.Bharat Gulab Wadekar,  
At Post-Bahul,  
Tal.Khed, Dist.Pune  
Pin - 410501.

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

**Versus**

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

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

**Quorum**

<b>Chairperson</b>	<b>Mr. S.N.Shelke</b>
<b>Member Secretary</b>	<b>Mrs. B.S.Savant</b>
<b>Member</b>	<b>Mr. S.S.Pathak</b>

**Appearance**

<b>For Consumer</b>	<b>Absent</b>
<b>For Respondent</b>	<b>Mr.Thakare, E.E.,Rajgurunagar Dn.</b>
	<b>Mr.Kalbande, DyEE, Chakan Sub-dn.</b>
	<b>Mr.Sandbhor, Asstt.Acctt.</b>

- 1) The Consumer has filed present Grievance application under regulation No. 6.4 of the MERC (CGRF & E.O.) Regulations, 2006.
- 2) Due to non-implementation of the order dated 26<sup>th</sup> Oct.2016 passed by IGRC, PRC, Pune, the consumer above name submitted following grievance application on the following amongst the other grounds.
- 3) The papers containing the above grievance were sent by the Forum to the The Executive Engineer, M.S.E.D.C.L., Rajgurunagar Division, Pune vide

letter no. EE/CGRF/PZ/Notice/13 of 2017/64 dtd.18.02.2017. Accordingly the Distribution Licensee i.e. MSEDCL filed its reply on 31.03.2017.

- 4) Final hearing of this case was fixed on 05.04.2017. The consumer was absent. We heard Licensee the & perused the documents on record.
- 5) The consumer namely Mr.Gulab Baliba Wadekar, having consumer no.176551530770 with sanctioned load 0.2 KW was connected on 29.10.1991. The consumer made complaint to IGRC on 15.10.2016 about faulty meter & exorbitant billing & requested to replace the meter & to correct the bills as per consumption. The IGRC vide order dated 26<sup>th</sup> Oct.2016 directed the Licensee to replace the meter within 7 days & to correct the bill as per the consumption pattern of new meter & the load. However the Licensee failed to implement the order of IGRC within stipulated time. Therefore the consumer required to approach before the Forum with the grievance in Schedule-A, requesting to replace the faulty meter, correct the bills and to implement the order of IGRC.
- 6) Mr.Thakare, Ex.Engineer, Rajgurunagar Dn. submitted that as per the complaint of consumer, bill verification was made & it was noticed that the consumer was billed for excessive units in the month of Jan.2016 & May-2016. The consumer was billed for 363 units in the month of Jan.2016, total 675 units shown in the month of May-2016 (i.e. for 4 months period - Feb.16 to May-16), 135 units in June-2016, 122 units in Aug.2016,(i.e. for 2 months period- July 16 to Aug.16) 86 units in Nov.2016( i.e. for 3 months period- Sept.16 to Nov.16), 82 units in Dec.2016 & 35 units in Jan.2017. From this trend the total consumption during last 12 months is of 1100 units i.e. average of 91.66 units per month. He further submitted that as per spot inspection carried by the section officer, the said connection is disconnected from the pole and house was collapsed. The Section officer taking into consideration consumption of the healthy period, proposed average consumption of 55.5 units per month. Accordingly, bill revision was done for the period Jan.2016 to Jan.2017 i.e. for 13 months & corrected

the bill vide bill revision dated 15.03.2017. Therefore the revised the bill was issued to the consumer.

- 7) It is seen from the CPL of the said consumer that the Licensee had replaced the meter of the consumer in the month of Aug.2015 by meter no. 4492975 of Rolex make having initial reading-0001. The consumption of the said meter was shown as 363 units in Jan.2016, 135 units in Feb.2016 as inaccessible, 135 Units in March-2016 as inaccessible, 135 units in April-2016 as inaccessible, 675 units in May-2016, 135 units in June-2016, 0 units in July-2016, 122 units in Aug.2016, 86 units each in Sept., Oct. as RNT & 86 units in Nov.2016, 82 units in Dec.16 & 35 units in Jan.2017. The Licensee admitted that the consumption of the said meter was shown to be abnormal from Jan.2016 to Jan.2017. The Licensee taking into consideration consumption pattern of healthy period carried bill revision on 15<sup>th</sup> March 2015 for the period Jan.2016 to Jan.2017 for the consumption of 715 units in 13 months calculating average of 55 units per month and corrected the bill & accordingly issued to the consumer. The Licensee produced on record the bill revision dated 15.3.2017 CPL of the consumer. Spot verification report dated 14.03.2017 and meter replacement report dated 02.04.2017. The Licensee checked the meter on 14.3.2017 & noticed the reading on meter display as 43642 & hence it is declare as faulty meter. The Licensee replaced the old meter having no.4492975 Rolex Make, having final reading as 43642 with new meter bearing No.3272019 of PM Make, having initial reading 0001 on 24.3.2017.
- 8) It is pertinent to mention that as per the complaint of the consumer about faulty meter, the IGRC, directed the Licensee vide order dated 26<sup>th</sup> Oct.2016 as under :

“ meter is to be replaced within 7 days and correct the bill as per consumption pattern of new meter & load. “

However, the Licensee did not replace the meter within stipulated time and failed to correct the bill as per the direction of the IGRC. The aggrieved consumer due to non-implementation of the order of the IGRC had to approach before the Forum. He filed grievance before the Forum on 13.2.2017. Thereafter the Forum issued notice dated 18.2.2017 to the Licensee for filing say. Accordingly, the Licensee filed its say on 31.3.2017 but prior to that on 24.3.2017 replaced the old meter by new meter having no. 3272019 of PM Make also corrected the bill. Therefore it is clear that the Licensee belatedly implemented the order of IGRC after five months only after filing the grievance before the Forum. The consumer required to spend his money & time for getting justice. Therefore the Forum is of the opinion that the consumer should be compensated for such harassment by paying Rs.1000/- at the cost of Licensee. It is pertinent to mention that the consumer has not sought SOP compensation but the Forum has power to pass such order having regard to the facts & circumstances of the case as per Reg.No.8.2 (e) of MERC (CGRF & EO) Regulations, 2006. The Licensee has corrected the bill of the consumer as per bill revision dated 15.3.2017 & also issued corrected bill. The faulty meter was also replaced though it was replaced belatedly. Therefore the grievance does not survive.

- 9) Lastly we proceed to pass following order.

### **ORDER**

1. Grievance of the consumer is partly allowed.
2. The Licensee to pay compensation of Rs.1000/- vide Regulation No.8.2 (e) of MERC (CGRF & EO) Regulations, 2006 to the consumer for belatedly replacement of faulty meter & non implementation of IGRC order dated 26.10.2016.
3. The Licensee may recover the amount of said compensation from the defaulting employee by making necessary enquiry.

4. The Licensee to report compliance within one month from the date of receipt of this order.

Delivered on: - 12.04.2017

**Sd/-**  
**S.S.Pathak**  
Member  
CGRF:PZ: PUNE

**Sd/-**  
**B.S.Savant**  
Member/Secretary  
CGRF:PZ: PUNE

**Sd/-**  
**S.N.Shelke**  
Chairperson  
CGRF:PZ:PUNE

Note: - The consumer if not satisfied may file representation against this order before the Hon'ble Ombudsman within 60 days from the date of this order at the following address.

Office of the Ombudsman,  
Maharashtra Electricity Regulatory Commission,  
606/608, Keshav Bldg.,  
Bandra Kurla Complex, Bandra (E), Mumbai-51.