

31/2014



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

Case No.31/2014

**Date of Grievance : 07.10.2014
Date of Order : 23.03.2015**

In the matter of recovery of exorbitant billing.

Complainant

Mr. Jaysingh Balasaheb Ghise ,
At Post-Manchar, Tal.-Ambegaon,
Dist.Pune.

(Herein after referred to as Consumer)

Versus

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

Respondent

(Herein after referred to as Licensee)

Quorum

**Member Secretary
Member**

**Mr. Y. M.Kamble
Mr.S.S.Pathak**

Appearance

For Consumer

Mr.Jaysingh Balasaheb Ghise

For Respondent

**Mr. Rasal Sidharth,
Ex.Engineer
Manchar Division.
Mr.Gaikwad,
Dy.Ex.Engr.Manchar 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 28.02.2014 passed by IGRC Pune Rural Circle, Pune thereby rejecting the grievance

application, the consumer above named files the present 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., Manchar Division, Pune vide letter no. EE/CGRF/PZ/Notice/31 of 2014/197 dtd.07.10.2014. Accordingly the Distribution Licensee i.e. MSEDCL filed its reply on 02.03.2015.
- 4) Energy connection bearing no.172032472881 is standing in the name of M/s.Alico Plashe India. The said consumer has properly received bills upto Oct.2013. However in the month of Nov.2013 he received bill of Rs.1,17,720/-, in Dec.2013 amount of bill Rs.2,88,870/- & in Jan.2014 bill of Rs.3,13,420/- Therefore total bill amount due & payable was Rs.6,06,590. Thereafter licensee made spot inspection on 6.01.2014 it was noticed that HPL Co. meter installed at the premises of consumer was burnt however service cable, fuse in the DTC box and entire electricity set were intact. Therefore licensee issued notice dated 6.2.2014 to the consumer for depositing amount of Rs.2,92,250/-. Thereafter the licensee cut off the supply of the consumer in the month of Feb.2014 IGRC(PRC) in its decision directed the licensee to issue correct bill as per meter reading and further directed that to allow the consumer to pay arrears of bill as per installments as per rules.
- 5) Consumer namely Jaysingh Balasaheb Ghise representative Mr.Ashok Sakaram Bhor submitted that he received regular bills from 14.08.2008 to Oct.2013 of Rs. 4000 to 6000 per month. However in the month of Nov.2013 he received bill of Rs.1,17,720/- in Dec.2013 bill of Rs.2,88,870/- & in Jan.2014 bill of Rs.2,92,250/-. He further submitted that employees of the Licensees threatened him to disconnect the supply & bill amount will be recovered by attachment of his house. He requested that he may be issued bills as previously have been issued and he may be given compensation.

31/2014

- 6) The Licensee was represented by Rasal Sidharth, Ex.Engineer, Manchar Division & Mr.Gaikwad, Dy.Ex.Engr.Manchar S/dn. They submitted that supply was released to the said consumer on 14.08.2008. Normal bills were issued to the consumer till Oct.2013 in the month of Nov.2013 bill of Rs.12,080/- & in Dec.2013 bil of Rs. 1,68,795/- and in the month of Jan.2014 bill of Rs.3,13,420/- have been generated and total due amount of bills is Rs.6,06,590/-. During the course of spot inspection of said consumer it was noticed that the meter of HPL make was burnt at meter terminal cover. However service cable wire, fuse in the DTC box and electricity set were intact. They consumer was served with notice vide no.445 dtd. 6.02.2014 directly to pay bill amount of Rs.2,92,250/-. Thereafter supply of the consumer was disconnected in the month of Feb.2014. The bills issued to the said consumer have been issued as per meter reading & therefore grievance may be rejected.
- 7) We have gone through the CPL record of the said consumer. Consumer was getting bills of Rs.2000 to 3000 per month for 26 HP plastic industry. But in the month of Nov.2013 bill of Rs.1,17,722/- & in the month of Dec.2013 bill of Rs.2,88,870/- have been issued to the consumer. Spot inspection report dated 6.1.2014 of the said consumer shows that HPL meter was completely burnt. However service cable wire intact photograph of the electricity set was drawn through mobile handset, in which meter reading appearing as 00095793. Therefore sudden high bills in the month of Nov. & Dec.2013 & Jan.2014 are due to accumulated consumption. The MSEDCL has submitted the spot inspection report, MRI report for the month of Dec.13 & Jan.14, the reading was in progressive. Therefore request of consumer to issue bills as per average basis as he was getting prior to Nov.2013 cannot be accepted. The licensee has issued bills as per meter reading, hence grievance is liable to be dismissed.

- 8) Post of Chairperson, CGRF of this Zone was vacant during the period from 28.7.2014 to 7.12.2014 & CGRF member post was vacant from 1st Nov.2014 to 1st Feb.2015. Hence grievance could not be decided during a period of 2 months.

Hence the order

ORDER

1. Grievance application stands rejected with no order as to costs.
2. Licensee to take suitable action against the defaulting employee for issuance of average bills to the consumer though meter was accessible & recorded the consumption use for plastic industry etc.
3. Licensee to report compliance within one month of receipt of this order.

Delivered on: -23.03.2015

Y.M.Kamble
Member/Secretary
CGRF:PZ:PUNE

Suryakant Pathak
Member
CGRF:PZ:PUNE

Note :- The consumer if not satisfied may filed 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.