



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

Case No.54/2017

Date of Grievance : 01.08.2017

Date of Order : 22.09.2017

In the matter of illegal recovery of LED bulbs amount.

Mrs. Laxmi V. Zagade,
 S.No.38, Kharadkarnagar,
 Pote Bldg., Ghar No.390,
 Wadgaonsheri, Pune -411014.

Complainant

(Herein after referred to as Consumer)

Versus

The Executive Engineer,
 M.S.E.D.C.L.,
 Nagarroad Division,
 Pune -411011.

Respondent

(Herein after referred to as Licensee)

Quorum

Chairperson	Mr. S.N.Shelke
Member Secretary	Mrs. B.S.Savant
Member	Mr. S.S.Pathak

Appearance

For Consumer	Mr. Vishwanath S.Zagade, Representative
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For Respondent	Mr. Kailas Kamble, AEE,Wadgaonsheri S/dn.
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1. The Consumer has filed present Grievance application under regulation No. 6.4 of the MERC (CGRF& E.O.) Regulations, 2006.
2. Being aggrieved & dissatisfied by the order dated 28/07/2017 passed by IGRC Rastapeth Urban Circle, Pune, the consumer above named prefers 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, Nagarroad Division vide letter No. EE/CGRF/PZ /252 Dated 02/08/2017. Accordingly the Distribution License filed its reply on 08/08/2017.

4. Facts giving rise to the grievance are stated as under:
The consumer namely Mrs. Laxmi V. Zagade having consumer No.170746797373 with sanctioned load 1.00 KW was connected on 24.8.1994 in the category LT-1 Resi. I Phase. The consumer purchased 6 LED bulbs for Rs. 600/- on 6/11/2015 at Sub/dn. office Wadgaonsheri & also obtained the receipt thereof. Though the consumer has paid the price of the said bulbs by Cash, the Licensee is charging Rs.38/- towards LED bulbs in the energy bill from March-2017. The consumer made complaint to the Licensee about the same on 15.4.2017. Thereafter the consumer made the complaint before IGRC on 29.5.2017. The IGRC directed the Licensee to make enquiry about the said matter.
5. The consumer representative Mr. Zagade, submitted that on 6.11.2015 the consumer purchased the six LED bulb for cash amount of Rs.600/- at Wadgasheri S/dn. However the Licensee is charging Rs.38/- towards LED bulbs in the energy bill from March-2017. Therefore consumer seeks enquiry of the said incident and refund of LED Bulb amount.
6. On the other hand Mr. Kailas Kamble, AEE, Wadgaonsheri Sub/dn. submitted that the consumer purchased the six LED bulbs on 6.11.2015 for cash amount of Rs.600/- However the concerned agency sent list to the IT department mentioning the said bulbs were purchased on credit. Therefore the IT department charge Rs.38/- towards LED bulbs installment from March-2017. The consumer has produced receipt no.262690 for Rs.600/- against the purchasing of LED bulbs. Taking into consideration the said receipt, the Licensee deducted Rs.38/- against LED bulbs in March-2017 bill & gave credit of Rs.562/- by way of B-80 adjustment in the month of May-2017. The said fact has been reflected in the CPL of the consumer for the month of April & May-2017.
7. During the course of hearing the consumer submitted that he was not informed about B- 80 credit adjustment and deduction of amount of

Rs.600/- from the energy bill. Therefore the licensee gave copy of the letter No.1011 dated 19.4.2017 sent to the consumer showing deduction of Rs.562 + 38 = Rs. 600/- against the LED Bulb recovery for the month of March-2017 & May- 2017. The said fact also reflected in the CPL of the consumer. The IGRC vide order dated 28.7.2017 has directed the Licensee to make enquiry about the LED bulbs recovery which have been purchased by Cash but shown in the system as purchased on credit. Accordingly the Licensee is making enquiry consumer is satisfied. Hence the grievance does not survive.

Lastly, we proceed to pass following order.

ORDER

1. Grievance of the consumer stands dismissed with cost.

Delivered on: - 22.09.2017

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 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.

