

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

Case No.09/2017

Date of Grievance : 20.01.2017

Date of Order : 10.03.2017

In the matter of exorbitant billing.

Mr.Santosh Baban Amrute,
Ramkrishnahari Ashram,
Pune Alandi-road, Alandi,
Pune-412105

---- 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

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

Appearance

For Consumer	Mr.Nimbraj Asraji Jadhav,
For Respondent	Mr.Thakare, Ex.Engineer, Rajgurunagar Dn. Mr. S.S.Sandbhor, Asstt.Acctt.

- 1) The Consumer has filed present Grievance application under regulation no. 6.4 of the MERC (CGRF & E.O.) Regulations 2006.
- 2) The consumer above named filed complaint before IGRC, PRC about exorbitant billing on 17.11.2016. However the IGRC did not give any

decision in the said matter within stipulated time. Therefore the consumer approached to CGRF by filing present grievance on 20.01.2017.

- 3) The papers containing the above grievance were sent by the Forum to the Executive Engineer, M.S.E.D.C.L., Rajgurunagar Dn., Pune vide letter no. EE/CGRF/PZ/Notice/09 of 2017/33 dtd.23.01.2017. Accordingly the Distribution Licensee i.e. MSEDCL filed its reply on 17.02.2017.
- 4) We heard both sides at length and gone through the contentions of the consumer and reply of the licensee and the documents placed on record by the parties. On its basis following factual aspects were disclosed.
 - i) Consumer namely Mr. Santosh Babanrao Amrute having consumer No. 176014151754 connected on 26.08.2006 and categorized as LT -I Resi. 1 phase with sanctioned load 0.80 KW.
 - ii) The Licensee issued the bills to the consumer from Nov.2013 to March-2014 with locked status & from April-2014 to Sept.2014 with faulty status i.e. not as per consumption.
 - iii) The Licensee replaced the old meter of the consumer bearing Sr.No.003227306 Elymer - Make having final reading 15813 KWH with new meter bearing Sr.No.3025354 Rolex-make having initial reading 0001 on 30.09.2014.
 - iv) The Licensee in the month of Jan.2015 issued bill of 4636 accumulated units of old & current units new meter for Rs.52970/-.
 - v) The Licensee in the month of Feb.2015 issued corrected bill to the consumer giving credit (Adjustment) of Rs.28030/- .
 - vi) The Licensee made bill revision (B-80)on 30th Sept.2016 for the period from Jan.2015 to Jan.2015 for removal of fictitious arrears making bill adjustment of Rs.28030/-.
5. The consumer Representative Mr.Nimbraj Jadhav submitted that though the meter was faulty, the Licensee did not replace it immediately but used to send wrong bills from Nov.2013 with locked status & from April-2014 to Sept.2014 with faulty status. But consumer's house was never locked. The meter was replaced in the month of Sept.-2014. Even after

replacement of the meter the Licensee used to send wrong bills. He was shocked when Licensee issued bill of Rs.52970/- for the month of Jan.2015. After receiving the said bill he approached to the office of the Licensee from Alandi to Chakan. He required to spend money for travelling expenses & suffered mental trouble. Thereafter the concerned employee manually corrected the said bill making it of Rs.25400/-. He paid all the bills. He further submitted that since the Licensee used to send wrong bills, he filed complaint before IGRC, PRC on 17.11.2016 as per the direction of CGRF, Pune. However, the IGRC did not give any decision within the stipulated period of two months. Therefore he approached to the Forum with the present grievance. Mr.Jadhav further submits that consumer had to spend for travelling expenses visiting Licensees offices for correction of bills for several times and suffered mental torture therefore compensation of Rs.10,000/- be granted for harassment.

6. On the other hand Mr. Sanjay Kalbande, Addl.Ex.Engr. Chakan Sub-division submitted on behalf of Licensee that previously bills with faulty & locked status were issued to the consumer. The consumer's meter was replaced on 30.9.2014. Thereafter in the month of Jan.-2015 bill of 4636 accumulated units of old & current reading of new meter for Rs. 52970/- was issued to the consumer. Thereafter in the month of Feb.2015 corrected bill giving credit of Rs.28030/- for amount of Rs.29770/- was issued to the consumer. He further submitted that presently bills are being issued to the consumer as per actual reading(as per actual consumption).
7. It is seen from the CPL of the consumer that the bills were wrongly issued to the consumer from Nov.2013 to Sept.- 2014. The Licensee replaced the old meter of the consumer having Sr. No. 003227306 Elymer - Make with final reading of 15813 units by replacing new meter having Sr. No. 3025354 of Rolex-make having initial reading 0001 on 30.09.2014. Thereafter in the month of Jan.2015 Licensee issued bill 4636 units i.e. 4050 accumulated units of old meter + 586 current units & new meter for

Rs.52,970/-. Thereafter in the month of Feb.2015 the Licensee corrected the bill giving Credit (Adjustment) of Rs.28030/- to the consumer for Rs.29770/-. The Licensee made bill revision on 30.9.2016 for the period Jan.2015 to Jan.2015 for removal of fictitious arrears making adjustment of Rs.28030/- by way of B-80 adjustment. It is further seen from the CPL that even after replacement of old meter in the month of Sept.2014, March-2015, June & July-2015 and May-2016 the bills were wrongly issued to the consumer with meter change & locked RNA, Inacce status. Under these circumstances, the Licensee is required to issue revised bills to the consumer for the period from Nov.2013 to May-2016 observing initial reading and final of old meter having serial no. 003227306 Elymer - Make & present reading of the new meter having Sr.No.3025354 of Rolex-make determining consumption pattern of the consumer before and after the replacement of the said meter and giving slab benefits, deducting DPC & Interest.

8. It is pertinent to mention that the consumer after making complaints of wrong bills and visiting several times to the offices of the Licensee directly approached to the Forum with grievance, schedule-A. The Forum directed the consumer vide order dated 30.9.2016 to avail remedy at the first instance before IGRC as per Regulation 6.2 of MERC, CGRF Regulations, 2006 and also informed this fact to the division and sub-division offices of the Licensee vide letter No.231 dated 3.10.2016. Accordingly the consumer filed grievance complaint in 'X' form before IGRC, Rastapeth (PRC) Pune on 17.11.2016. However, the IGRC did not give any decision within the stipulated period of two months. Therefore the consumer required to file grievance before forum as per CGRF Regulation No. 6.4. The consumer during hearing submitted before the Forum that after filing of grievance before IGRC, Rastapeth he met two times to the concerned official for deciding the case but he did not give any response. Therefore it is clear that for billing complaint the consumer had to waste his money and time and wait for the justice. The IGRC did

not bother to decide complaint of the consumer within stipulated period of two months need to the consumer's complaint. Therefore it is amounting disregard of the provisions of MERC (CGRF & EO) Regulations, 2006. Therefore the Chief Engineer, PZ to make inquiry & submit report to this office within one month.

9. Hence, we pass following the order.

ORDER

1. Grievance of the consumer is allowed with cost.
2. The Licensee to issue revised bills to the consumer for the period from Nov.2013 to Jan.2015 observing initial and final reading of old meter & New meter and determining consumption pattern of the consumer before & after replacement of the meter.
3. The Licensee to give slab benefit to the consumer as well as to deduct DPC & interest etc. while issuing revised bill as mentioned above.
4. The Licensee to pay compensation of Rs.1000/- to the consumer for harassment.
5. The Licensee to report the compliance within one month from receipt of this order.

Delivered on: - 10.03.2017

S.S.Pathak
Member
CGRF:PZ: PUNE

B.S.Savant
Member/Secretary
CGRF:PZ:PUNE

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.