

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE AURANGABAD

Case No. CGRF/AZ/Aur/R/395/2012/28

Date of Filing 16.08.2012
Date of Decision 25.10.2012

Smt. Sunanda Kapate,
Gut No.110, Awade Unchegaon,
Tq.Paithan,
Dist.Aurangabad.,
(Consumer No. 494050531336)

Complainant

V/s

The Superintending Engineer,
Nodal Office , O&M Rural Circle,
M.S.E.D.C.L.,
Aurangabad.

Respondents

Sub: - Grievance under the Maharashtra Electricity Regulatory
Commission, (Consumer Grievance Redressal Forum
and Ombudsman) Regulations 2006

CORAM

Shri V.B. Mantri Chairperson
Shri V.S. Kabra Member
Shri S.K.Narwade, Member/Secretary.

- 01) Complainant Smt. Sunandabai Kapate R/o Unchegaon Tq., Paithan
Dist. Aurangabad. filed the grievance to the Forum on dated
16.08.2012. She is consumer of respondent (MSEDCL) and taken
electricity connection for domestic purpose on dated
10.08.2007.and having consumer No. 494050531336. Complaint

is regarding non issue of correct monthly electricity bills for the electricity consumed by the complainant.

- 02) The complaint is regarding wrong bills issued by the respondent since from date of connection to January 2011 without taking actual meter reading of the meter. The respondent has issued the electricity bills showing **RNA, FAULTY, LOCKED, INACCESS,** and some time normal on the basis of **AVERAGE.** The complainant has paid the bills though they are wrong under the threat of disconnection of power supply from January 2008 to December 2009 and paid total amount Rs. 1490/- during the above period. The complainant is having monthly consumption about 60 to 75 Units according to his consumption as per load.
- 03) The respondent has issued bill of 2409 units accumulated in the month of Feb.2010 amounting Rs, 17,348/-. Complainant has requested orally to the respondent for correction of electricity bills several times and thereafter complainant has submitted written complaint to the Assistant Engineer, Sub Division, Paithan on dated 05.03.2011. Complainant has filed complaint to IGRC on dated 05.03.2011.
- 04) The IGRC has taken the sitting on dated 07.04.2011,19.04.2011, 26.04.2011,14.06.2011,and 28.06.2011. During the course of hearing respondent has agreed to issue revised corrected bill and issued bill of Rs. 14,110/-. The complainant has paid the bill of

Rs.14110/- on dated 22.02.2012 under protest since she was in need of electricity connection which was permanently disconnected in the month of Feb.2011 by the respondent. The electricity connection was reconnected in the month of May 2012 on payment of quotation Rs. 150/- on dated 12.05.2012 by the complainant.

- 05) In the hearing at IGRC the revised bill of Rs. 14110/- was issued on dated 17.08.2011 by the respondent. Infact IGRC has given order to pay Rs.17632/- including interest and also the bill for the month of June 2012 is issued for Rs. 1910/- which is irrelevant.
- 06) The complainant has requested to issue bill for 3395 units for 42 months for the period 10.08.2007 to 01.01.2011 by splitting month wise. An amount paid by the complainant Rs. 1490/- and Rs.14110/- be credited in the revised bill.
- 07) Nodal Officer in his reply dated 28.08.2012 submitted that, as per CPL, the consumer was given bill as per reading up to Dec.2008, from Jan.2009 to Feb.2010 total 14 months the bill was given on as average of 4 to 5 units. On Feb.2010 total 2409 units bill was given. Sub Division Office Paithan had corrected the bill by dividing it into 14 months for 2409 units. The consumer was made P.D. on 27.02.2011 at that time arrears was Rs.15308/-, Interest Rs.2324/- total Rs.17632/- only. Accordingly, the consumer has to pay the corrected bill given by Sub Division

Office, Paithan. As the meter was made P.D. hence Rs.150/- demand given for P.D. to live is correct.

- 08) On behalf of respondent Assistant Engineer, Paithan has submitted in his reply dt.23.10.2012, that the complainant has given credit of Rs.7902.09 in the month of April 2011 and 1198.33 in the month of May 2012 towards interest on the said amount . The complainant has given bill of Rs. 14110/- on dated 22.02.2012 as per directives of IGRC and supply is reconnected. On reconnection respondent has agreed that the respondent has issued the bill from May 2012 to Sept.2012 on the basis of average and it will be corrected as per meter reading in the billing month of Oct.2012.
- 09) Forum has heard both complainant and respondent .The respondent has issued the bill to the complainant month to month basis on the basis of average without taking meter reading. Respondent has issued bill of 2409 accumulated units in the month of Feb.2010.amounting Rs. 17348/- and thereby large amount of bill complainant could not pay and supply is disconnected by respondent. Forum is the opinion that the respondent has to issue bill on actual meter reading basis month to month. The respondent though revised bill of Rs. 14110/- The interest and

DPC thereon is not credited to the complainant account. Hence the Forum comes to the conclusion to issue following order.

ORDER

- 01) The respondent should issue revised bill for the period of date of connection to date of permanently disconnection as per meter reading by splitting the month wise consumption without the interest and DPC and amount paid up to reconnection be given credit.
- 02) The bill for May 2012 to Oct.2012 be given as per meter reading by splitting month wise consumption as per meter reading without DPC & interest.
- 03) Complaint is disposed of with no cost.

Sd/-

(V.S. Kabra)
Member

Sd/-

(S.K. Narwade)
Member/Secretary

Sd/-

(V.M Mantri)
Chairperson

