

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD.

Case No. CGRF / AZ / AUR / Urban / 578 / 2016 / 09

Date of Admission 15.03.2016

Date of Decision 17.05.2016

Smt. Vandana Sheshrao Jadhav, COMPLAINANT.
Ekta Nagar, Jatwada Road,
Near Urdu School, . Aurangabad.
Consumer No. (490011388725)

VERSUS.

1. Executive Engineer, RESPONDENT
Urban Circle, Nodal Officer,
MSEDCL, Aurangabad.

CORAM:-

Shri Dr. Bhaskar G. Palwe Chairman

Shri Uttam M. Urkude, Member/Secretary

Shri Vilaschandra S.Kabra Member.

Redressal Decision :-

The complainant , Smt Vandana Sheshrao Jadhav , at Ekta Nagar, Jatwada Road, Near Urdu School, Harsool, Aurangabad is a consumer of the Respondent, Executive Engineer (Admn) Nodal officer, Urban Circle, MSEDCL, Aurangabad having consumer No. 490011388725 . The complainant has made a complaint in Annexure " A " of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations 2006 on 15.03.2016.

The brief details of the complaint are as under:-

The complainant has submitted that she has a average consumption of 200 units per month. But for the month of May 2015 bill for 4863 units amounting to Rs. 47140/- was charged to the complainant. The excess bill charged was due to the jump of meter. Therefore the average bill of 200 units is to be charged for the month of May 2015. Considering the residential load, it is impossible to consume 4863 units in one month; hence the bill should be revised. IGRC vide order dated 06.01.2016 has directed to the consumer to deposit Rs. 20,000/- and SDO, Shahganj to revise the bill, the consumer paid Rs. 20,000/- under protest. The order of the IGRC was not complied by the SDO Shahganj Sub Division and the bill was not revised. The Respondent approached for disconnection for arrears of abnormal bill without any notice under Electricity Act 2003. The Executive Engineer, Respondent has submitted his say to CGRF vide letter No. 1242 dated 12.04.2016 that the meter is tested found OK and the bill is correct. The complainant has submitted that the say of Executive Engineer is not acceptable. The meter is tested without information to consumer and in her absence just to justify the abnormal bill of May 2015 of 4863 units and onwards bills issued on this abnormal reading to hush-up the matter. Consumer denies the meter testing report prepared without intimation to consumer in absence of consumer / representative and even in absence of MSEDCL representative.

The MSEDCL has installed a new meter on dtd. 02.04.2016 and the meter reading on this new meter as on 02.05.2016 i.e. in one month is 155 units only. The connected load of the consumer as per report of the Assistant Engineer, MSEDCL , Harsool submitted to CGRF is 1.1 KW. Complainant therefore has prayed to the CGRF as,

- 1) The meter testing report submitted by EE before the forum, taken in absence of the consumer / representative and MSEDCL representative is under the shadow of doubt and hence may not be accepted by the Forum.
- 2) The Bill of 4863 units in May 2015 for Rs. 47850/- is due to jumping of meter as 4863 units can not be used by residential consumer considering the load of 1.1 KW and previous trend of consumption for 2011 to 2015 month and onwards bill on the jumping meter may be revised as 200 units per month and recorded consumption of new Meter as 155 Units in April-2016
- 3) Interest charged may be withdrawn.
- 4) Compensation of Rs. 5000/- may be granted for mental torture / agony caused due to non revision of bill from December 2015 to April 2016. Penalty as per MERC rules may be imposed.
- 5) Consumer is ready to pay revised bill @ 200 Units per month.

Say of Executive Engineer (Admn) Nodal Office, Urban Circle, MSEDCL, Aurangabad.

The Executive Engineer (Admn) Urban Circle, Aurangabad has submitted vide letter No.1242 dated 12.04.2016 that the complainant , Smt. Vandana Sheshrao Jadhav, consumer No. 490011388725, Ekta Nagar, Jatwada Road, Harsool, Aurangabad was given a bill of Rs. 47140/- for 4863 units for the month of May 2015. Consumer had given average bill for February 2015 to April 2015 and the same average bills have been given credit in the month of May 2015. As per CPL , Spot Inspection Report and meter testing report , the bill given to the complainant is correct. The complaint therefore may please be rejected.

Observations of Consumer Grievances Redressal Forum.

- 1) Abnormal consumption of 4863 Kwh units was shown in Bill for the month of May 2015 and given the locked credit of 393 units i.e. 131 units per month for Feb, March & Apr 2015.
- 2) The complainant meter was not tested in presence of consumer / representative and MSEDCL Representative hence accuracy of the meter tested is doubtful.
- 3) As seen from the CPL , the complainant has consumed 1557 Units from May 2014 to January 2015 i.e. for 9 months. Hence average monthly consumption observed to be 173 units.
- 4) The MSEDCL has installed new meter on 02.04.2016 and the meter reading on the new meter is 155 units as on 02.05.2016.
- 5) By considering the load factor and the diversity factor for residential consumer as 0.25, consumption for the connected load of 1.1 KW comes to be 198 KWH Units per month.
- 6) The complainant accepted in the complaint to pay the electricity bills for the average of 200 units per month for the disputed period and Meter.
- 7) The consumer has requested in the month of June 2015 to revise the bill for the May 2015 of 4863 units (abnormal) on the basis of previous trend. The consumer's bill was not corrected for more than 10 months. As per the MERC

Regulations (S.O.P.) , the bill should be corrected in the next billing cycle . The consumer should be paid compensation Rs. 100/-per month or part thereof for the delay in correcting the bill till the billing complaint is resolved.

In view of the submission made by complainant and Respondent during the hearing in writing and orally and the observations made by the Forum. The Forum issues the following order.

ORDER

- 1) The complaint is allowed.
- 2) M.S.E.D.C.L. shall issue the revised bill for 200 units per month from Feb 2015 till the new meter is installed i.e. 02.04.2016. The complainant shall pay the revised bill immediately.
- 3) The electricity bills for 4863 units of Rs,. 47140/- for the month of May 2015 and bill issued thereafter till 02.04.2016 of the disputed meter are hereby quashed.
- 4) No Interest shall be charged on the revised bills in dispute.
- 5) A compensation as per S.O.P. of Rs. 100/- per month or part There of shall be paid to the complainant since July 2015 till the billing complaint is resolved and the said compensation shall be credited / adjusted in the further electricity bills of the complainant.

6) This Forum directs to Respondent to impose the penalty / Fine for gross negligence of the concerned employees of MSEDCL.

Therefore the Meter reader shall be fined Rs. 1000/- for not taking the correct and regular reading. The Assistant Accountant shall be fined Rs. 2000/- and Sub divisional Officer shall be fined Rs. 5000/- for negligence to take corrective action in time.

7) Compliance of the order shall be communicated within 30 Days.

Sd/-

Dr. Bhaskar G. Palwe
Chairman

Sd/-

Uttam M. Urkude.
Member / Secretary

Sd/-

Vilaschandra S. Kabra
Member

