

**BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD.**

**Case No. CGRF/ AZ/ AUR/ U/ 618 / 2017 / 11
Registration No. 2017020005**

Date of Admission 27.02.2017
Date of Decision 19.04.2017

Shri Harjitsingh Jeevansingh Bindra,
(Occupier : Shri Manjitsingh B. Bindra),
Plot No. 323/324, N-3, CIDCO,
Aurangabad 431 001
(Consumer No. 490018372611)

COMPLAINANT

VERSUS.

The Executive Engineer (Administration)
Nodal Officer, O/O Superintending Engineer ,
Urban Circle, MSEDCL, Aurangabad.

RESPONDENT

CORAM

Shri	Dr.Bhaskar G. Palwe	Chairman
Shri	Uttam M. Urkude,	Member/Secretary
Shri	Vilaschandra S.Kabra	Member.

CONSUMER GRIEVANCES REDRESSAL DECISION

The applicant Shri Harjitsingh Jeevansingh Bindra, (Occupier : Shri Manjitsingh B. Bindra), Plot No. 323/324, N-3, CIDCO, Aurangabad 431 001 is a consumer of Mahavitaran having Consumer No. 490018372611 has filed a complaint against the respondent, The Executive Engineer i.e. Nodal Officer, MSEDCL, Urban Circle, Aurangabad under Maharashtra Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Electricity Ombudsman) Regulation 2006 in Annexure(A) on 27.02.2017.

The brief details of the complaint are as under.

The flat was occupied by complainant in the month of October 2015 and after shifting the furniture, etc., the complainant started to live in the said flat from November 2015 onwards. The electricity connection was released by the respondent in the month of June 2015.

The complainant not received the electricity bill till January 2016. The complainant received the bill from February 2016 for 260 units, where initial and final readings were 225 and 414 units respectively. The meter status shown was normal and the said bill was showing credit of Rs. 1819/-. The complainant received abnormal bill of Rs. 191735/- showing consumption of 13148 units. The complainant immediately contacted the local office of respondent on 26.07.2016 and requested to inspect the meter and issue revised bill. The lineman visited that premises and asked him to the applicant to pay the testing fees of the meter, the complainant paid Rs. 150/- as testing fees to the respondent.

The old meter was not showing display therefore, it was replaced by new meter bearing serial No. 13357652 by the respondent in the month of August 2016. The complainant has mentioned that the monthly consumption of the complainant is in the range of 200 to 300 units. The complainant has mentioned that the old meter was tested and it was not showing any display or pulse that means it was faulty. The respondent after changing the meter was expected to issue revised bill based on average consumptions for period of March 2016 to May 2016. However, the revised bill was not issued till today. Instead respondent issued a 15 days disconnection notice on 10.02.2017 and directed to pay Rs. 199500/- The complainant has submitted that as per provision of section 56 of the electricity act 2003, it is ready to pay average bill of disputed period.

In view of the above submission, the complainant has prayed as under :

- 1) The complaint may be allowed.
- 2) Interim order directing respondent not to disconnect electricity supply of complainant may be passed immediately.
- 3) Respondent may be directed to issue revised bill as per testing report of its own company and without including interest and delay payment charges.
- 4) Respondent may be directed to take regular monthly readings and to issue the bill regularly.

- 5) Respondent may be directed to pay Rs. 10000/- compensation towards mental harassment and not acting on its own testing report.
- 6) Any other relief as deemed fit by the honourable Forum.

Say of Executive Engineer, Nodal Officer, Aurangabad Urban Circle.

The respondent do not agree with the applicant that the applicant was staying in the premises from November 2015. The applicant was released electrical connection from 06.06.2015 and thereafter the applicant was using the electricity supply since 6th June 2015.

The applicant was received electricity bill regularly and therefore, it is not true that he did not received electricity bill till January 2016. The applicant was issued a bill of 183 Units in the month of July 2015 as average bill as it was the first bill. The applicant was issued a bill of 225 units in the month of August 2015 as per the actual readings. During the period of September 2015 to January 2016, Applicant's meter reading was not available, therefore average bill was received. In the month of February 2016, Applicant was issued bill for 269 units on actual reading. The bill for the month of September 2015 to January 2016 was subtracted from that bill. The said bill was paid in the month of March 2016. Meter reading for March 2016 to April 2016 were not available, therefore, the average bill was issued. In the month of May 2016, the applicants meter reading was 12750 Units. It was necessary to verify and confirm the reading, therefore in the month of May 2016, the applicant was issued average bill. In the month of June 2016, the applicant's meter reading was 13642 units.

Therefore the consumption as per actual reading in the month of June 2016 was 892 units. The average consumption of electricity from August 2016 to February 2017 is 288 units. This consumption is for monsoon and winter season. The consumption in this period is always less, than the total consumption. As per MERC rules, it is required to take 12 months average consumption. As per the spot verification report, the applicant is using air conditioner, therefore as per the applicant say, the average consumption of the electricity of 200 to 300 units is not acceptable. As per the actual load in the premises the average consumption per month comes to be 720 units. The meter reading for the month of May 2016 and June 2016 were available, therefore the electricity bill was issued on the basis of the actual reading. The same units were divided in (July 2015 to June 2016) 12 months. A credit of Rs. 46595/- was given in the said bill. The applicant did not pay the said bill, it was necessary for the applicant to pay their electricity bill, the applicant was therefore given a 15 days notice for disconnection of electricity supply under the electricity act. The applicant is not regular in payment of electricity bill. The applicant received electricity bill regularly but not paid regularly. In view of the submissions made above, the bill issued to the applicant is correct and therefore the complaint may be dismissed.

Observations of the Consumer Grievance Redressal Forum.

- 1) The Respondent has provided the electricity supply to complainant in the month of June 2015 & since he is having the electricity supply for residence purpose.
- 2) The meter reading was not taken regularly & sometimes, it has been shown as inaccessible but meter was not faulty only display was not showing properly.
- 3) The respondent shown the photometer reading for the month of June 2016 as 13642, to the Forum which shows that the complainant has consumed 13641 units for 12 months i.e. June 2015 to May 2016, hence monthly average consumption works out to be 1137 units.
- 4) The sanctioned load to the complainant is only 1.0 kw where as the connected load is found to be 4.9 KW, which is excessive & causing heavy consumptions and damage to the electric meter.
- 5) As per connected load of the complainant the average consumption found to be 720 units per month.
- 6) The respondent also produced the old meter before the Forum, in which it is found that due to heavy load & consumption the meter terminals found burnt
- 7) The complainant is found to be irregular in payment of energy bill as he has paid only one bill of Rs. 3010/- on dtd. 09.03.2016 & since no payment of Energy bill.

- 8) The electricity bills issued to the complainant are as per MERC Regulations.
- 9) The applicant did not pay the bill issued by the respondent. Hence he was issued 15 days notice for disconnection of electricity supply as per electricity act 2003.

In view of the above submissions made by complainant, Respondent and observations of the CGRF, this Forum passes the following order.

ORDER

- 1) The complaint is dismissed.
- 2) The MSEDCL shall recover the dues of electricity bills as per the rules and regulations.
- 3) The compliance shall be reported within 30 days.

Sd/-
Dr. Bhaskar G. Palwe
Chairman

Sd/-
Uttam M. Urkude
Member / Secretary

Sd/-
Vilaschandra S. Kabra
Member