

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE AURANGABAD

Case No. CGRF/AZ/Aur/U/497/2014/18

Date of Filing 11.04.2014

Date of Decision 11.06.2014

Shri Waljibhai N. Patel,
Plot No. 5-26-1-P,
Kranti Chowk, Jalna Road,
Aurangabad
(Consumer No. 490010063881)

Complainant

V/s

- 1) The Executive Engineer (Administration)
Nodal Office, O/O Superintending Engineer ,
O&M Urban Circle, M.S.E.D.C.L.,
Aurangabad. ----- Respondent No. 1
- 2) The Dy. General Manager(Planning)
GTL Ltd., T-9 Software Technology Park,
MIDC Chikalthana, Opp: ESI Hospital,
Aurangabad. ----- Respondent No. 2

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

CORAM

Shri V.S. Kabra
Shri C.R. Mishra ,

Member
Member/Secretary.

COMPLAINANT Submits that -

- 01) Complainant Shri. Waljibhai N. Patel, R/o Plot No. 5-26-1-P, Kranti Chowk, Jalna Road, Aurangabad has filed grievance to the Forum on dated 11.04.2014. He is consumer of respondent M/s. GTL (Franchisee of MSEDCL) and taken electricity connection for Industrial purpose on dated 31.12.1972 from MSEDCL and is having consumer No. 490010063881. Complaint is regarding abnormal electricity bill for the month of November 2012 to January 2013.
- 02) The complainant has taken electricity supply connection for Saw Mill from MSEDCL in 1972 & the consumer no. is 490010063881. The connected load and contract demand are 40 kW & 33 kVA respectively.
- 03) The complainant doesn't has any complaint regarding electricity bill till October 2012. M/s. GTL Ltd. has replaced the old meter bearing Sr. No. 00145899 by new meter bearing Sr. No. G-0000036 without any information. The average bill of the complainant is between 400-500 units per month. After replacement the consumption shown is 1182, 2246, 2042 units on the bill dtd. 25/11/2012, 24/12/2012 & 24/01/2013 respectively. Complainant has submitted application regarding abnormal bill & P.F. penalty to M/s. GTL on 05/12/2012.
- 04) The complainant has paid Rs. 900/- as meter testing charges. The test report is attached along with say. M/s. GTL has replaced the meter as it was found faulty by new meter bearing Sr.No. 0000099. The kWh units shown are correct but P.F. penal charges are shown in bill. The meter was tested by M/s. GTL but test report was not given to complainant. M/s. GTL has again replaced meter bearing

Sr. No. 0000099 by meter bearing Sr. No. 11237552. Now the reading shown is correct, also there is no P.F. penalty.

- 05) The complainant has prayed the forum to declare the meter bearing Sr. no. 0000036 faulty and revise the bills as per MERC regulations. The complainant has prayed for refund of testing fees, deducting P.F. penalty , DPC & interest charges. In addition the complainant has prayed for Rs. 10000/ towards harassment & mental agony and Rs. 5000/- towards deficiency in services & cost of filing grievance.

(OPPONENT NO. 1, Submitts that)

- 01) M/s. MSEDCL in its say has mentioned that the area of Aurangabad (Urban) Circle has been handed over to M/s. GTL w.e.f. 01/05/2011 & M/s. GTL will submit the say for the grievance.

(OPPONENT NO. 2, Submitts that)

- 01) The meter bearing Sr. No. G0000036 was tested on 15/01/2013. The meter was found O.K. on Phantum load but showed -86% error on consumer load. Hence the meter was replaced by meter bearing Sr. No. G0000099 on 18/01/2013.
- 02) The meter bearing Sr. No. G0000099 of the complainant was tested on 25/05/2013 & was found O.K. The meter had –ve error on consumer load due to faulty capacitor.
- 03) The consumer has received P.F. penalty since Nov-12 to Dec-13. This may be due to fault in the capacitor. The correct results can't be obtained in faulty site condition. The meter was changed as the consumer insisted for the same.

- 04) After replacement of meter no. G0000036 by meter no. G0000099 on 18/01/2013 the consumer has still got the P.F. penalty as the capacitor were faulty. This meter was changed by L&T meter on 21/09/2013 for AMR compatibility. The consumer has received P.F. penalty for the month of Oct-13 to Dec-13 even with L&T meter.
- 05) The consumer has also recorded high consumption in March 10 – 1000 units, April 10 – 1750 units, May 10 – 1550 units, April 11 – 1394 units. The consumption recorded in Nov-12 to Jan-13 must be due to increase in load.
- 06) M/s. GTL prayed the Forum to dismiss the complaint.

OBSERVATION

The billing of the complainant is normal up to October 2012. The meter was replaced by meter bearing Sr. no. G0000036 in Nov-12. The bills of this meter are seen abnormal. M/s. GTL's test report of meter bearing Sr. No. G0000036 shows that the meter is normal in off load condition & is having -86% error on load. The report also has remark 'Meter found abnormal, need to replace'. M/s. GTL has said that this abnormality is due to faulty capacitor of the complainant. This submission of M/s. GTL is not accepted as M/s. GTL representatives were unable to explain as to how the testing report will show - 86% error.

The say of the complainant that the capacitors were O.K. and have not been replaced can't be accepted , but there is no proof of capacitors replace by complaint on record. This is due to the fact that even bills with the present L&T meter have shown low P.F. for few months. The testing report of Meter bearing Sr. No. G0000036 signed by M/s. personnel shows that this meter is abnormal & needs replacement. If a meter is

behaving abnormally it means it is faulty, due to 86 % need to revised bills error shows by opponents test report .

Since the meter is faulty the disputed bills of the Month of Nov-12 to Jan-13 needs to be revised as per MERC guidelines. The bills should be revised as per average of previous 12 months bill i.e 660 units per month (7923/12). Hence this forum is directed opponents to follow following order :-

ORDER

- 1) The bills for the month of Nov-12 to Jan-13 should be revised at 660 units per month.
- 2) The P.F. should be calculated as per average of previous 12 month P.F.
- 3) 100% D.P.C. & 100 % interest for the bill amount of the period Nov-12 to Jan-13 should be waived off till date.
- 4) Complaint disposed off with no cost.

Sd/-
(V.S. Kabra)
Member

Sd/-
(C.R. Mishra)
Member/Secretary

