

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

Case No. CGRF / AZ / AUR / U / 597 / 2016 / 28

Registration No. 20160100023

Date of Admission 13.10.2016

Date of Decision 01.12.2016

Sow. Mira Chatarjee, COMPLAINANT
5-15-98, Shantiniketan Colony,
Aurangabad 431 001

VERSUS.

The Executive Engineer(Admn), RESPONDENT
Nodal Officer,
O/O Superintending Engineer,
MSEDCL, Urban Circle,
Aurangabad

CORAM

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

CONSUMER GRIEVANCES REDRESSAL FORUM DECISION

Sow. Mira Chatarjee, 5-15-98, Shantiniketan Colony, Aurangabad, the complainant has filed a complaint against the Executive Engineer (Admn), Nodal Officer, MSEDCL, Urban Circle, Aurangabad under Maharashtra Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Electricity Ombudsman) Regulation 2006 in Annexure 'A' on 13.10.2016.

The brief details of the complaint are as under.

There are three numbers of single phase meters installed in the premises by the Respondent. The complainant is sourcing electricity since its date of release of supply from meter No. 6501103985 installed for Consumer No. 490012098402, where as other two meters are installed for the tenants residing in the premises.

Inspite of no use of electricity for consumer No. 490010520751, respondent has issued bills on average basis instead of issuing bills for fixed charges only as there is no use of electricity. The complainant further submits that initially a meter bearing Sr. No. D 147807 was installed for recording electricity consumption of Consumer No. 490010520751. The bill for the month of February 2015, which was issued on average basis (84 Units) shows initial and final reading as 11412 and 11412. However the bill for the month of March 2015 was issued again on average basis (21 Units). Showing initial and final reading as 00001 the respondent also issued bill on average basis with 21 units per month till November 2015. However the respondent issued bills of other two meters installed in the same premises regularly and as per reading shown on both meters.

The complainant submitted that the meter bearing Sr. No. D147807 was replaced by respondent in November / December 2015 by a new meter bearing Sr. No. 1103983. The copy of the meter replacement report was not handed over to the complainant. The complainant has submitted that she was shocked to receive a bill of Rs. 183247.76 for the month of December 2015. The initial and final reading shown was 0001 and 0001. However the bill was issued showing adjustment unit of 11384 units which was totally incorrect.

The complainant filed a complaint on 19.01.2016 to the respondent. The complainant further submitted that since supply was disconnected without giving any notice and without redressing the billing dispute.

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

- 1) The complaint may be allowed.
- 2) Respondent may be directed to produce complete CPL for period from January 2011 onwards.
- 3) Respondent may be directed to pay compensation as per MERC (standard of performance). Regulations for not taking regular monthly reading and issuing bills on average basis.
- 4) The Respondent may be directed to withdraw all fictitious bills and to issue revised bills for fixed charges only.

- 5) The Respondent may be directed to pay compensation for not taking cognizance of complaint and deliberately avoiding to redress the grievance.

**Say of Executive Engineer(Admn), Nodal Officer, MSEDCL
O&M Urban Circle, Aurangabad – Respondent**

Additional Executive Engineer vide his letter dated 24.10.2016 has submitted that,

- 1) Consumer has paid electricity bill till January 2015.
- 2) In the month of February 2015 Consumers meter reading was wrongly punched as 1 instead of 11812, since then consumer was given faulty bill for 21 units. Consumer's meter was changed in December 2015. While feeding the meter reading old meter's 11368 units were wrongly recorded. Therefore consumer was given wrong bill of 11384 units for Rs. 183284.76.
- 3) After receipt of complaint in January 2016, inspection was carried out. The proposal of bill revision is prepared and as the corrected bill was more than Rs. 1 lakhs meter was tested on 24.10.2016. The amount of bill correction is Rs. 183167.96, it has been approved on 07.11.2016, interest and penal interest will be levied within three days. The corrected bill will be issued in the billing month of November 2016.

Observation of the Consumer Grievance Redressal Forum.

- 1) The complainant has been issued wrong bill of 183284.76 for 11384 units for the month of December 2015 and the same is admitted by the respondent.
- 2) Due to wrong punching of meter reading, the consumer is billed for Rs.183284.76 which is not small amount, it shows the gross negligence on the part of MSEDCL and the concerned do not taking due care of consumer. Hence such type or shock treatments to consumer will spoil image of MSEDCL at large.
- 3) This is very serious issue on the part of Distribution licensee MSEDCL to improve working of LDC/UDC, SDO. As per duties of Billing section staff and Incharge due care has not been taken by them before issuing the bill to the complainant and they are not seen bothered about such type of mistakes, which directly affect on image of company.

In view of the submission made by the complainant, respondent and observation of CGRF this forum passes the following order

ORDER

- 1) The complaint is allowed.
- 2) MSEDCL shall withdraw all fictitious bills and revise the bill for fixed charges only as there was no use of electricity.
- 3) MSEDCL shall pay the compensation for not taking the regular monthly readings for 8 months @ Rs. 200/- per month as per MERC regulation 2014
- 4) The disciplinary action shall be taken on the concerned Meter reading Agency, billing staff and the Officer involved.
- 5) No interest shall be charged on delayed payments.
- 6) Compliance of the order shall be submitted within 30 days.

Sd/-

Dr.Bhaskar G. Palwe
Chairman

Sd/-

Uttam M. Urkude
Member / Secretary

Sd/-

Vilaschandra S.Kabra
Member

CONSUMER GRIEVANCE REDRESSAL FORUM
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD.
AURANGABAD ZONE AURANGABAD.

Old Power House Premises, Dr. Ambedkar Road, Aurangabad. Phone No. 2336172

No. CGRF/ AZ /AUR /U/ 597/2016/28/ **141**

Date : **13.12.2016**

To,
Sow. Mira Chatarjee,
5-15-98, Shantiniketan Colony,
Aurangabad

Sub : Grievance in Case No. CGRF/ AZ/AUR/ U/ 597/2016/28.

Please find enclosed herewith a copy of the order passed by the Forum in the case mentioned above. The consumer, if not satisfied with the decision of the Forum, is at liberty to make a representation to the Electricity Ombudsman, the contact details of whom is as under, within a period of 60 days from the date of this order.

Encl: As above

Member/Secretary,
CGRF(AZ) MSEDCL,
Aurangabad

Copy Swr's to:-

The Chief Engineer, MSEDCL, Zone Office, Aurangabad.

Copy Fwc's to:-

The Executive Engineer (Admn), Nodal Officer, MSEDCL, Urban Circle, Aurangabad.

Contact details of:

The Electricity Ombudsman,
Plot No.12, Shrikrupa, Vijaynagar, Chhaoni, Nagpur – 440 013
Phone No.(Office) (0712) 20 22 198 (E-mail – Secretaryombudsmennagpur@gmail.com)