

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

**Case No. CGRF/ AZ/ AUR/ U / 639/ 2017 / 32
Registration No. 2017060046**

Date of Admission 27.06.2017
Date of Decision 29.08.2017

Shri Gaurav Chandrakant Malpani, COMPLAINANT
C Building, C Flat No. 603,
Hare Ram Hare Krushna Co-op. Society,
Aurangabad
(Consumer No. 490018377699)

VERSUS.

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

CORAM

Shri Laxman M. Kakade, Chairman (I/c)
Shri Laxman M. Kakade, Member/Secretary
Shri Vilaschandra S.Kabra Member.

CONSUMER GRIEVANCE REDRESSAL DECISION

The applicant Shri Gaurav Chandrakant Malpani, C Building, C Flat No. 603, Hare Ram Hare Krushna Co-op. Society, Aurangabad is a consumer of Mahavitaran having Consumer No. 490018377699. The applicant has filed a complaint against the respondent, the Executive Engineer i.e. Nodal Officer, MSEDCL, Urban Circle, Aurangabad under Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulation 2006 in Annexure(A) on 27.06.2017.

The brief details of the complaint are as under.

The complainant has paid Rs. 500/- towards three phase meter testing charges on dtd. 24.06.2006 and requested to revise and correct bill for period April 2016 to October 2016.

Assistant Engineer, MSEDCL, Chikalthana has sent this meter – make Secure Sr. G0044864 to Urban Testing Division, Aurangabad on dtd. 01.07.2016. The said meter was tested on 29.07.2016. Report was prepared showing consumer was absent. Consumer said that report was false, meter was tested after 28 days and in absence of him which was doubtful and not accepted.

IGRC rejected consumers demand of bill revision stating that meter testing report is O.K. and error is within limit. Now consumer prayed that meter was not tested before him, hence report was not accepted and demanded to revise bill for the period April 2016 to October 2016 considering average consumption 500 units per month.

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

MSEDCL released new connection to consumer Shri Gaurav Chandrakant Malpani on dtd. 12.07.2015, sanction load is 5 Kw. Consumer complained that meter reading is jumped during April 2016 to October 2016 and asked for testing of meter. Consumer has paid meter testing fees Rs. 150/- . The said meter is tested on dtd. 29.07.2016 and found O.K. and error is within limit. Spot inspection report states that connected load of consumer is 10.95 Kw and for this connected load average consumption is 1980 units per month is expected. From CPL of consumer for the period January 2016 to March 2016 units recorded are 478, 606 and 766 respectively. Due to summer season and three nos. of AC, consumption of consumer is increased and bill units are 1666, 1761 and 602 units for the month April 2016, May 2016 and June 2016 respectively. During August 2016 to September 2016 for 3 months consumption is 2007 units it shows 669 units per month. Shri Malpani was not present in IGRC hearing, hence ex-party decision was given. Bills issued to Shri Malpani during April 2016 to October 2016 are correct.

This Forum issued Interim order on Date 23.08.17 to test the meter make Secure Sr. G0044864 within 7 days in presence of consumer for which consumer had paid testing fees and he had objection in working and asked to submit report accordingly. Respondent failed to do so Respondent asked more time of 7 days for searching of meter, but already sufficient time is given and respondent do not carried testing of meter in presence of consumer in one year.

Respondent said that on 22.2.2017 consumers connected load is 10.95 KW and now on 13.7.2017 load is 7 kw, hence consumer reduce his load Hence bills issued to Shri Malpani during April 2016 to October 2016 are correct.

Observations of the Consumer Grievance Redressal Forum.

- 1) complainant had paid meter fees Rs. 500/- for three phase meter testing on dtd. 24.06.2016, but meter was not tested in presence of consumer. Addl. EE, Chikalthana had not produced any evidence / letter given to consumer to remain present at the time of meter testing.
- 2) Complainant has complaint of jumping of meter and paid testing fee for it, hence testing of meter in presence of him is essential for natural justice.
- 3) This Forum issued Interim order on Date 23.08.17 to test the meter make Secure Sr. G0044864 within 7 days in presence of consumer for which consumer had paid testing fees and he had objection in working and asked to submit report accordingly. Respondent failed to do so. Respondent asked more time of 7 days for searching of meter, but already sufficient time is given and respondent do not carried testing of meter in presence of consumer in one year.

- 4) Energy consumption during April 2016 and May 2016 is high comparing with other monthly bills consumption even after replacement of meter. The complainant requested to revise and correct bill for period April 2016 to October 2016, but from month of July new meter Sr No 60076716 is installed and he had not raised complaint regarding this. New meter consumption seems normal, hence bill revision for April 2016 and May 2016 is require essential.
- 5) Respondent said that on 22.2.2017 consumers connected load is 10.95 KW and now on 13.7.2017 load is 7 kw, hence consumer reduce his load, hence his consumption during April 2016 to Oct 2016 is correct, it seems wrong as except consumption for the month April 2016 and May 2016 (before meter replacement) consumption trend is same.

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

ORDER

- 1) Complaint is partially allowed.
- 2) Revise the bill, considering 12 months average as per MERC (Electricity supply & other conditions of supply) Regulation 2005 Section 15.4.1.
- 3) Fine Rs. 500/- jointly and severally to the concerned employee who is responsible for not found the meter.
- 4) The compliance shall be reported within 30 days.

Sd/-
Laxman M. Kakade
Chairman I/c

Sd/-
Laxman M. Kakade
Member / Secretary

Sd/-
Vilaschandra S. Kabra
Member