

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, M.S.E.D.C.L., AURANGABAD.

(Case No: CGRF/ AZ / U / 336 / 2011 / 16)

Date of Filing: **05.05.2011**

Date of Decision: **21.06.2011**

Shri Vijay Kisanrao Nagapurkar,
House No. 5-23-22/4, Survey No.5389,
Dalalwadi,
Aurangabad.
(Consumer No.49001197616)

Consumer Complainant.

V/s

Maharashtra State Electricity Distribution Co. Ltd.
Urban Circle Aurangabad.

The Distribution Licensee.

Coram:

Shri V.B. Mantri President

Shri V.S. Kabra Member

Shri Mohd.Qamaruddin, Member secretary

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

The complainant is the consumer bearing consumer No.
490011976163. He has submitted his grievances for redressal by this
Forum, in annexure A on 05.05.2011.

The nature of grievance is as follows:-

2. That the consumer has received the bill for the month of
November 2010 amounting to Rs.36,720/-. He made complaint of
such excessive bill on 16.12.2010. The electric meter was

replaced on 17.01.2011, but he was not called at the time of testing. He received bill of Rs.40,720/- for the month of March which is not acceptable to him. The consumer has paid the electricity bill regularly. He received exorbitant bill without reasons. He suffered mentally due to such bill. The bill be reduced and compensation be granted for mental trouble.

3. Notice was served to the Nodal Officer. The Nodal Officer submitted reply to the complaint. It has been submitted that, the bill of arrears for the sum of Rs.1066=59 was issued in the month of January 2010. The bills for 14 units was issued during seven months. Average bills of 174 units were issued during February 2010 to July 2010. The bill of 4276 units was issued for three months. The said bill was bifurcated for 11 months on the basis of low tariff benefit in the bill of Rs.40,719=09 payable in the month of March 2011 was properly shown. The complaint be dismissed.
4. This Forum heard submissions of the consumer and of Nodal Officer. During submissions, the consumer submitted that the meter was running fast. It was not tested in his presence. The bill is therefore not acceptable to him.
5. This Forum perused the C.P.L. of the consumer. It is found that, the respondents has deducted the sum of Rs.1045 towards penalty and Rs.460 towards interest. Total sum of Rs.1506=36 as such appears to have been deducted such deductions are made in the bill of June 2011.
6. It reveals from the copy of C.P.L. that, the consumer has consumed electricity of 164 units as average. It further reveals that the sum of Rs.10,312=14 has been deducted and bill adjustment was given to the consumer. It further reveals from CPL that the sum of Rs.11,427=98 was deducted in the month of March 2011 towards Door lock adjustment. Hence the sum of Rs.21,470=12 has been deducted and benefit of the said amount has been given to the consumer.
7. The main grievance of the consumer is that, the meter is running fast. The Nodal Officer has submitted that, the meter was replaced on 17.01.201 and New meter has been installed. The old meter was tested and as per testing report, no fault was found in meter functioning. It has been submitted that, the meter was not tested in presence of consumer. The meter can not be said to be

running fast only because, the meter was not tested in presence of the consumer. On the other hand during meter testing it was found functioning well. The bills are issued as per meter reading. Due credit of Rs.21,470=12 Ps. Has already been given to the consumer. The sum of Rs.1506 in total has already been deducted leveled against penalty and interest. The contention of the consumer that his consumption of electricity is only 8 to 10 units per day can not be accepted in absence any evidence, contrary to meter reading. The meter was found functioning well as per test report. Hence this Forum found n o merits in the grievance. The same should be therefore dismissed consequently, the consumer is not entitled for compensation, as claimed for mental and physical harassments, as claimed with these reasons, this Forum proceed to pass following order.

ORDER

1. The complaint of the consumer is hereby dismissed.

(V.S.Kabra)
Member

(Mohd.Qamaruddin)
Member/Secretary

(V.B.Mantri)
Chairperson

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And Ombudsman) Regulations 2006.

Shri Vijay Kisanrao Nagapurkar, House No.5-23-22/4, Survey
No.5389, Dalalwadi, Aurangabad. Consumer No.49001197616, has filed
its grievance in Annexure "A" before this Forum on 05.05.2011 under

Regulation No. 6.10 of the MERC Regulations 2006. The grievance of the consumer was registered as CGRF/AZ/ AUR/ U/ 336/ 2011/ 16 and was forwarded to the Nodal Officer, (Adm.) in the office of the Superintending Engineer, O&M Urban Circle, Aurangabad and hearing in the matter was kept on 21.05.2011.

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The consumer grievance is for excessive billing in the month of November 2010. The grievance is allowed :-

1. In response to the notice to D.L. the Distribution Licensees attended the hearing on dated 21.05.2011 and requested for time extension for submission of their say the date is adjourned on 31.05.2011.
2. On dated 31.05.2011 the D.L. submitted their say in which they stated that the consumer meter No.04233061 was in circuit till February 2011 in the month of November 2010 the bill has been issued from reading 363 to 4639 i.e. for units 4276 bill has been charged in a three months. As per the notice the D.L. shows that the said consumption has been divided in 11 months i.e. from January 2010, due to which credit has been given in the month of March 2011 amounting Rs. 10,312=14. On going through the CPL submitted by the D.L. it is clear that credit has been given in the month of March 2011 along with Door Look adjustment to the tune of Rs. 11427=98 thereby the total credit has been given by the D.L. for Rs. 21,740=12 and net bill for payable shown as Rs.40719=07. As per the directives of the Forum the D.L. has credited DPC and Interest during the period of faulty bill to the tune of Rs.1506=36 has been credited and submitted in return vide letter 02180 dated 10.06.2011.
3. During hearing the consumer says that the meter No. 04233061 was working fast. In response to it D.L. submitted that the said meter has been replaced on 17.01.2011 and the new meter installed bearing Sr. No. 14648814 after wards the old meter has been tested in testing lab and test report has been submitted to the Forum by the D.L. in report the results shows that meter is working OK.

4. The consumer raised objection for testing report of the meter No.04233061 that it is not tested in-presence of consumer. The testing activity in D.L. is not related with the billing activity hence objection raised is not sustainable without any support.
5. The D.L. submitted the copy of the electricity bill which is as per the recorded consumption of the old and new meter. Hence grievance has been redressed.
6. The D.L. is already given the benefit. The consumer have to be given. Hence the grievance for relief against harassment is not entitle

Order

The case is dismissed with no cost.

(V.S.Kabra)
Member

(Mohd.Qamaruddin)
Member/Secretary

(V.B.Mantri)
Chairperson