

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

(Case No: CGRF/ AZ / U / 337 / 2011 / 17)

Date of Filing: **05.05.2011**

Date of Decision: **05.07.2011**

Smt. K.S.Baldava,
House No. 4-8-30, Deewan devdi,
Gulmandi,
Aurangabad.
(Consumer No.49001005485-8)

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 the bill for May 2010 to July 2010.

1. The complainant is the consumer bearing consumer No. 49001005485-8/4394 having meter No. 49010054858/4394. It is the case of the consumer that, Energy consumption for the month of February-March-2010 was shown 187 units. There was no electricity consumption in the month of May 2010 for 20 days due to summer vacation, but consumption of 988 units have been shown for the month of April-May-2-1-. He therefore made complaint and requested for change of meter and to issue average bill instead of 988 units. Again bill of 1001 units was issued for 1 ½ month till change of meter. The said bill is excessive. He made persuasion for correction of bills for 988 units and 1001 units and also filed complaint before I.G.R.Cell, but his grievance was not redressed during the period of 60

days. He made the payment of Rs.12045=28 ps in total under protest. The meter reading test report is not acceptable to him. Excess payments made by him may be deducted from the revised correct bill.

2. In response to the notice issued to the respondent, the Nodal Officer has submitted the reply and contended that, meter of the consumer was changed in the month of July 2010.
3. It is submitted that, in the month of July 2010 bill for the reading 01 to 2173 and 1001 units as per old meter was issued i.e. bill of 2173 plus 1001 which comes to 3174 units was issued. The meter reading 2214 was at the time of changing meter, out of which bill for 1213 units was already issued. The balance units bill was for 1001 units. The bill of balance units was shown in the month of July 2010. The meter reading 001 to 2173 shown in the month of July 2010 is wrong. The said mistake is rectified and shown as 377 units in the month of September 2010. Meter reading 377 to 931 in the month of October 2010 amounting to 554 units have been bifurcated in three months. Average bill amount of Rs.7527=71 ps. has been deducted. The balance Rs.19685 bill is proper bill.
4. This Forum heard submissions of the consumer and the Nodal Officer. Perused the C.P.L. produced by the Nodal Officer.
5. The main grievance as is submitted by the consumer during arguments is that, the meter was running fast. He asserted that there can not be consumption of 988 units or 1001 units as is shown in the bill. The consumer therefore submitted that, the bill be issued on the basis of former consumption.
6. The Nodal Officer has submitted that, the meter was checked and it was found correct. There is no denial of the fact that, the meter was checked, and the same was found to be correct. Hence in case, if no fault is found in the meter, then it is not proper or justified to accept the contention of the consumer that the meter was running fast. Once meter is found to be correct, then the consumption units as recorded by the meter is required to be accepted. There can not be any basis or evidence to appreciate or to accept that, there was no consumption for about 20 days during the month of May due to summer vacation as well as there can not be consumption of 988 units in the month of April as is the

grievance made out in his complaint. Hence request of the consumer to the effect that average bills be issued on the basis of former consumption can not be accepted.

7. No doubt, there appear some substance in the second grievance of the consumer that, the bill of 1001 units issued for 1 ½ month is excessive and abnormal, but as per the contention of the Nodal Officer that, the meter reading at the time of changing of meter was 2214. On change meter, the consumption was recorded from 001 units to 2173 units. The said reading appeared to be wrong reading, so it was corrected and corrected bill for the month of September 2010 was issued. It has been pointed out by the Nodal Officer that, the sum of Rs.7527=71 paise has been deducted. Therefore, the bill which has been issued is correct bill.
8. We the members of Forum perused the C.P.L. It is found that the sum of Rs. 7527=71 paise has been deducted in the bill in the month October 2010, the sum of Rs.15,536 has been waived in the month of September 2010 regarding D.P.C. we the members of the Forum therefore found no substance in the grievance. Average bill can not be issued particularly when meter was found correct during checking, as I prayed for by the consumer. Hence in the result, grievance petition is required to be dismissed. We therefore proceed to pass following order.

ORDER

The grievance petition is hereby dismissed.

**(V.S.Kabra)
Member**

**(Mohd. Qamaruddin)
Member/Secretary**

**(V.B.Mantri)
Chairperson**

