

NO.EE/CGRF/BMTZ/ No - 47 17

Date: 25 SEP 2013

Case No. 01/2013-2014

Date:- 30 MAY 2013

In the matter of

Shri. Shivaji Sambhaji Vankade
480, Kumthegaon -
Tal. Solapur, Dist- Solapur
Pin 413224

Applicant (Complainant)

Versus

Executive Engineer
Electricity Distribution Co. Ltd. -
Respondent)
Solapur division
Solapur.

Opponent
(Here in after referred As

Quorum

Chair person	Mr. S.D. Madake
Member Secretary	Mr. S.R.Chitale,
Member	Mr. Suryankant Pathak

- 1) Complainant Shri. Shivaji Sambhaji Vankade filed the complaint for deficiency in service by Maharashtra State Electricity Distribution company limited. He made a grievance for harassment by employee of MSEDCL for their misbehavior with him.
- 2) The brief facts may briefly be stated as under complainant was earlier residential consumer of opponent vide Con.No.0771951 having meter No. 127391. The consumer applied for new connection and earlier connection was permanently disconnected.
- 3) Complainant now is having consumer No. 330242223501 having residential connection since 28/02/2010 . According to complainant since the installation of new connection from Feb-2010 till Feb-2013 the total

S.Madake

S.R.Chitale

bill excesses towards consumption is Rs. 21394.00(Rupees twenty one thousand three hundred and ninety four) Consumer stated that initial reading in Feb-2010 was 00003 and the reading in Feb-2013 was 07407. Consumer made complaint specifically for past reading of the meter and for non availability of meter reading.

- 4) Complainant filed complaint before IGRC on 18/02/2013 . It appears that during the pendency of the complaint before I.G.R.C. Deputy Executive Engineer, informed to complaint regarding the meter reading and bills, stating that meter reading was not taken properly in Sept-2012 due to which bills issued in Oct-2012 was incorrect .The said bill was corrected to direct erring staff of MSEDCL for misbehavior with complainant Shri. Shivaji Sambhaji Vankude as well as directed for **installation of I.R.Meter.**
- 5) On perusal of the order of I.G.R.C. it appears that whether the electricity bills are to be paid by monthly quarterly or other installments. There is no finding as to whether MSEDCL employees threatened complainant for recovery of bills.
- 6) We have perused complaint filed before this forum, the say filed by opponent, CPL and the electricity bills issued to consumer, meter testing report dt. 05/03/2013.
- 7) The complainant has made a grievance in respect of bills during the period between 1998 to 2013 in the application filed in "A" form before this forum. However the forum is entitle to take cognizance of the complaint if the same is filed within two years. We reproduce the relevant part of M.E.R.C. (C.G.R.F. & Electricity Ombudsman) Regulation 2006 as under. Clause 6.6 The forum shall not admit any grievance unless it is filed within two (2) years from the date on which the cause of action has arisen.
- 8) The I.G.R.C. vide order dated 16/04/2013 permitted to the consumer to pay the bill by four installments. IGRC further directed to warn the staff of opponent for their misbehavior with complainant. The forum further directed to install I.R.Meter in the area where consumers meter is installed.
- 9) We have perused the order of IRGC and noticed that there is no mention regarding the duration of installments. Secondly there is no finding regarding the misbehavior on the part of MSEDCL staff to the complainant.

Somdatta



Prithvi

