



**CONSUMER GRIEVANCE REDRESSAL FORUM,
MSEDCL, BARAMATI ZONE, BARAMATI.**

Case No.: 23/2014

Date of Grievances: 25/09/2014

Date of Order: 30/12/2014

In the matter of exorbitant bills

Mrs. Sangita Ramchandra Shinde,
Plot No. R-130, Near Sub-Station MIDC,
Tal- Baramati Dist. Pune.
Consumer No. 186849005495

Complainant
(Herein after referred As Consumer)

Versus

Executive Engineer,
M.S.E.D.C.L., Baramati O&M,
Division, Baramati, Dist-Pune.

Respondent
(Herein after referred As Licensee)

Quorum

Chairperson
Member Secretary

Mr. S.N. Shelke
Mr. S. M. Akode

Appearance:-

For Consumer: -

1) Mr. Ramchandra Eknath Shinde
(Representative)

For Respondent: -

1) Mr. S.T. Kasale, Exe. Engineer (Adm.)

2) Mr. M.D. Ghume, Executive Engineer
Baramati Division.

3) Mr. P.E. Deokate, Additional
Exe. Engineer, Baramati Urban
Sub-Division.

1. The Consumer has filed present Grievance application under regulation No. 6.4 of the MERC (CGRF & E.O.) Regulations 2006.
2. Being aggrieved & dissatisfied by the order dated 11/09/2014 passed by IGRC Baramati Rural circle, Baramati, the consumer above named approaches the forum on the following grounds amongst others.
3. The papers containing the above grievance were sent by the forum to the Executive Engineer, Baramati Division vide letter No. CE/BMZ/CGRF/No

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4471 Dated 08/10/2014. Accordingly by the Distribution Licensee, MSEDCL, filed its reply on 16/10/2014.

4. We heard both sides at length, gone through the contention of the consumer and reply of the respondent & documents placed on record by the parties. On its basis following factual aspects were disclosed
- i) The Consumer is having supply vide Con No. 186840468603 & sanctioned load is 1.5 kw.
 - ii) The Consumer has regularly paid the bills.
 - iii) In the month of April-2014 as per meter reading consumer utilized energy of 1168 Units amounting to Rs.14490/-
 - iv) In the month of May-2014 since the reading was not taken, consumer was charged average billing of 325 units amounting to Rs.2121/-
 - v) In the month of June-2014 as per meter reading consumer consumed energy of 4179 units amounting to Rs.50280/-
 - vi) Similarly in June-2014 credit of Rs.2033/- for average billing in the month of May-2014 was given to the consumer.
 - vii) As per the application of Consumer dated 17/10/2014 both the meters (Meter No. 1217281 & Meter No. 3046354) were checked by testing department of the Baramati Division.
 - viii) The testing report disclosed that the error is within limit vide report dated 10/11/2014 submitted by Additional Executive Engineer MSEDCL Baramati Division and Assistant Engineer, Meter Testing Unit, Baramati.
5. Consumers Representative Mr. Ramchandra Eknath Shinde was present. He submitted that exorbitant bills were issued in the month of April & June-2014. He was not satisfied with the testing reports submitted by the testing department. Since the bill was exorbitant, average billing be done and rectified bills be issued.
6. Licensee is represented by Mr. P.A. Deokate, Additional Executive Engineer MSEDCL, Baramati Urban Sub-division. He submitted that as per the request of consumer, both the meters were tested by Meter Testing unit, Baramati in the presence of Consumer representative on 10/11/2014. It was disclosed, "The Error is within Limit." Therefore the bills were issued as per actual meter Reading & that there is no any substance in the grievance that the bills

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are exorbitant. He further submitted that at the time of spot inspection i.e. on 1/8/2014 the total load was 5.94 kw. The consumer has utilized energy by increasing load. The bills were issued as per meter readings & also verified with the help of M.R.I. data. The MRI data reveals that the M.D. Recorded was increased.

7. Question before us relates to whether the said meters are defective.

MERC Regulation- Supply code, 15.4 is in 3 parts on the point of defective meter.

In case of Defective Meter, recovery can be made for maximum period of 3 months prior to the month of dispute Secondly, if it is noticed meter is stopped, mode of calculation for three months bills, on average basis can be done.

In case of broken or damaged meter seal or any tampering section 126 or 135 of Electricity Act will be attracted depending upon the facts of the case.

8. In the present case it is not the case of broken or damaged meter seal or any tempering. Therefore it is not the case under section 126 or 135 of Electricity Act. It is also not the case of stopped meter. In the present case meter was tested by the Baramati Testing Division. The reports submitted by Baramati Testing Division & Additional Executive Engineer Baramati Division dated 10/11/2014 disclosed that the "Error is within limit".

The said testing of meters was done as per the application of the consumer dated 17/10/2014. The testing of meters was conducted in the presence of consumer representative. The consumer's representative has made his signature on testing details register in the token of his presence. Therefore at this stage there is no reason to disbelieve the testing report mentioned above. Both the meters show, "error is within limit". Therefore it is not the case of defective meter. Hence present case would not come within the scope of regulations 15.4 of supply code, 2005. The Licensee has issued the bills as per meter reading, therefore we do not find any substance in the grievance of the consumer.

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9. The said grievance could not be disposed of within stipulated time since the Chairperson of this forum was retired on 28/07/2014 & present Chairperson joined on 8/12/2014.

Hence the Order:-

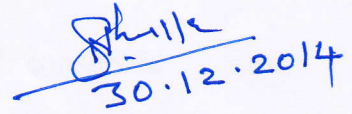
ORDER

- 1) The grievance of the consumer is hereby dismissed.
- 2) No order as to cost.



**Mr. S. M. Akode
(Member Secretary)**

CGRF:BMT ZONE:BARAMATI
ZONE:BARAMATI



**Mr. S. N. Shelke
(Chairperson)**

CGRF:BMT

Note:-The Consumer if not satisfied may file representation against this order before the Hon'ble Ombudsman within 60 days from date of this order at the following address.

**Office of the Ombudsman,
Maharashtra Electricity Regulatory Commission,
606/608, Keshav Building, Bandra Kurla Complex,
Bandra (East), Mumabi-51.**