

**Consumer Grievance Redressal Forum
Maharashtra State Electricity Distribution Co. Ltd.
Bhandup Urban Zone, Bhandup**

Ref. No. Member Secretary/MSEDCL/CGRF/BNDUZ/

Date:

Case No. 510

Hearing Dt. 15/10/2013

In the matter of fast meter.

Mr. Vipin K. Agrawal - Applicant

Vs.

M.S.E.D.C.L, Bhandup - Respondent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri. S.K. Choudhary, Chairman, CGRF, Bhandup.
- 2) Shri R.M Chavan, Member Secretary, CGRF, Bhandup.
- 3) Dr. Smt. Sabnis, Member, CGRF, Bhandup.

B - On behalf of Applicant

- 1) Shri. Vipin K. Agrawal - Consumer Representative.

C - On behalf of Respondent No. 1

- 1) Shri. P.S.Shirke, Dy. Executive Engineer, Respondent Pannalal Sub Division.

Shri. Vipin Kumar Agrawal is a single phase Residential consumer under Sr. No. 000050182541 at 403, New Usha Nagar CHS., Usha Nagar Bhandup (W).

As stated by the consumer, he is staying alone in the above Residence and having only four electrical gadgets i.e. Tube light, Ceiling Fan, Television and small Refrigerator. He is suffering with cancer degases in his large intestine. His limited use of electricity could be around 40 to 50 units per month. In the month of September 2012 he was billed for 189 units and subsequently for 171 and 170 units in the month of October & November 2012. so he complainant to the local office where they took the request application for change of meter and replace accordingly in December 2012.

The consumer claimed that this new meter is also recording more than what he consumed and suspect for its fast running.

The consumer submitted the consumption pattern for 20 ½ years (i.e. December 1990 to March 2011) when there were four members in the house, during which he has consumed 25056 units which revealed merely 103 units per month. On the contrary from April 2011 to September 2013 when he is alone the average monthly consumption came around 152 unit which is too high. He reiterated that when he was living with his mother alone from 1988 to 1990 the consumption was around 35 units per month. Considering these facts he requested forum to issue of directives for thorough checking of meter newly provided at his premises and accordingly rectification of electric bills.

On behalf of Respondent utility Shri. P. S. Shirke Dy., Executive Engineer was present to represent the case. He submitted that his staff had visited the premises of consumer and all necessary testing had been carried out. He produced the meter accuecheck report which showed the result of 01.02% which is well - within permissible, limit of error.

Considering the poor health condition of consumer, Forum asked the utility to provide the newly tested standard meter in series with the consumer's meter and compare the consumption recorded by both.

The respondent accordingly provided the tested series meter on 17.10.2013 and took the regular daily reading of both meters It was continued for 12 days, i.e. upto 28/10/2013 and revealed that both meters consumed 43 units during the period. Thus this makes it clear that consumers claim about fast meter is baseless and stands no more.

The claim of consumer about fast meter is therefore not maintainable and hence rejected.

ORDER

As elaborated above, it is much clear that consumer's meter is working within permissible limit of error and hence there is nothing to reduce or rectify the bills of the consumer hence prayer for excessive billing is deserved to be and hereby rejected.

No order as to cost.

Both the parties should be informed accordingly.

On request of complainant the date of hearing was postponed twice and hence time limit of sixty day could not be observed.

Compliance should be reported within 60 days.

The order is issued under the seal of Consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 15th October 2013.

Note:

- 1) If Consumer is not satisfied with the decision, he may file representative within 60 days from date of receipt of this order to the Electricity Ombudsman in attached "Form B".

Address of the Ombudsman
The Electricity Ombudsman,
Maharashtra Electricity Regulatory Commission,
606, Keshav Building,
Bandra - Kurla Complex, Bandra (E),
Mumbai - 400 051

- 2) If utility is not satisfied with order, it may file representation before the Hon. High Court within 60 days from receipt of the order.

DR. ARCHANA SABNIS
MEMBER
CGRF, BHANDUP

S. K. CHOUDHARY
CHAIRMAN
CGRF, BHANDUP

R.M. CHAVAN
MEMBER SECRETARY
CGRF, BHANDUP