

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

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

Date :

Case No. 514

Hearing Dt. 18/12/2013

In the matter of excess billing

Mr. Namdeo D. Chavan - Applicant

Vs.

M.S.E.D.C.L. Godkari, S/Dn. - Respondent

A - On behalf of CGRF, Bhandup

- 1) Shri S. K. Choudhari, 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. N.D. Chavan, Consumer Representative.
- 2) Shri. Harshal Chavan

C - On behalf of Respondent No. 1

- 1) Shri. A.P.Maske, Dy. Ex. Engr., Gadkari S/Dn.,

Shri. Namdeo D. Chavan is a single phase Residential consumer of MSEDCL, at 503, Dev Prayag Chember, Bhakti Mandir Road, Panchpakhadi, Thane (W).

On 22nd April 2013, the utility officials have replaced the electric meter bearing Sr. NO. 00473617 with new electric meter having Sr. No. 20326944; The final reading of old meter was 1966 whereas the initial reading of new meter was 00001.

In the month of May 2013 consumer was billed for 1965 units in one month due to wrong punching of reading. In the subsequent month of June 2013 consumer again billed on average basis of 515 units and similarly in month of July for 385 units.

The inflated bill amounting to Rs. 19920/- was issued by the MSEDCL, in the month May 2013.

The consumer approached to the utility office for the correction of bill on 28th May 2013, but could get no relief.

The consumer therefore approached to the Internal Grievance Cell, The IGRC Thane, has passed an order vide SE/TUC/IGRC/5493 dt. 29.10.2013 wherein directed the Respondent to take necessary action against the Agency for wrong punching of reading, but declined to give any relief.

On behalf of consumer, Shri. Harshal Chavan and Shri. Namdeo D. Chavan were present, as per their statement the average electricity consumption from June 2012 to April 2013 is around 519 units per month. However the Respondent billed him for 1965 units in one month which is enormous and can not be excepted. The Respondent billed the consumer on the consumption recorded by new meter considering the initial reading as 00001, but the consumer did not agree for. The consumer insisted that while replacing the meter the Respondent is duty bound to show the final reading of old meter and initial reading of new one which is not followed.

On behalf of utility, Shri. A.P.Maske, Dy. Executive Engineer, was present. He conceded that the Agency had wrongly punched the reading while uploading the data, but the corrective action is taken immediately and credit of Rs. 2099 is passed through the bill by spreading the consumption over the three months.

The Respondent produced the Register maintained at the subdivision office with the entries of meter details with initial reading issued to the different consumers for replacement.

The record shows that the initial reading of newly provided meter having Sr. No. 20326944 was 00001.

The Respondent also produced the copy containing detailed data of meter replaced and newly provided which reveals that the final reading of old meter on 22 April 2013 was '1966'.

The matter was heard on 18th December 2013, both the parties were present, the documents on record and agreements during the hearing reveals that the Respondent has not taken due care to inform the consumer in advance for the replacement of meter, as per Regulations.

However as per Respondent, it happened due to hasty mass drive for providing R.F. type meter to all consumers as per system development programme. The Respondent is hereby warned to take precautions and provide information to the consumer while altering/changing the metering units in the custody of consumer.

The perusal of record shows that the initial reading of the new provided meter having Sr. No. 20326944 was 00001. and the final reading of old meter having Sr. No. 00473617 was 1966 KWH.

Forum also observed the trend of consumption during April to July from 2010 to 2013 is about 2300 to 3500 units; the details is as below.

April 2010 – to July 2010 - 3513 units.

April 2011 – to July 2011 - 2563 units.

April 2012 – to July 2012 - 2992 units.

April 2013 – to July 2013 - 2350 units.

So, it reveals that during this period the consumption of consumer is increased compared to other part of the year.

The Respondent has already taken a corrective action for accumulated billing of consumer in one month. However the Respondent should confirm that interest charged in the months of August 2013 should also be waved.

The prayer of consumer for withdrawal of interest for non- payment of arrears can not be accepted as the arrears was payable and is delayed by consumer himself.

ORDER

The prayer for correction of excess bill issued for 1965 units in one month is already rectified by the Respondent by splitting over the consumption in three months and awarded slab benefit of Rs. 2099/-.

The prayer for withdrawal of interest on the corrected bill amount for delayed payment can not be considered for the reason elaborated above

No order as to cost.

Both the parties should be informed accordingly.

The time limit of sixty days can not be observed in this case as there was late submission of meter replacement report by utility.

Compliance should be reported within 30 days.

The order is issued under the seal of Consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 24th December 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