

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

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

Date:

Case No. 511

Hearing Dt. 11.11.2013
06.12.2013

In the matter of recovery for wrong M.F.

M/s. Vikas Trading Company - Applicant

Vs.

M.S.E.D.C.L. Panvel Division - Respondent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri R.M Chavan, Member Secretary, CGRF, Bhandup.
- 2) Dr. Smt. Sabnis, Member, CGRF, Bhandup.

B - On behalf of Applicant

- 1) Shri. Suraj Chakraborty - Consumer Representative.

C - On behalf of Respondent No. 1

- 1) Shri. S.M. Ghaitadk , Dy. Executive Engineer, Panvel - I Sub Division.

M/s. Vikas Trading Company is a 3 phase consumer having sanctioned load of 94HP with contract demand 70 KVA at Godown No.12/7 S.NO.100 Wavanje, Lane Nawada Panvel.The electric connection was released on 13.05.2013 under Sr. No. 028910008082.

The Respondent utility sent a bill in month of September 2013 for an amount of Rs.172080/- in the name of consumer but with Consumer No. 028910008694 and hence consumer denied to pay the same. The another reason for non payment of bill was dispute over the multiplying factor (M.F).

As per consumers statement the should be M.F.1 and bill issued was with M.F. 2.

The consumer was reluctant to pay the disputed amount of bill and hence utility issued Notice of Disconnection of power supply. The consumer had written a compliant to utility on 21.09.2013 but got no response and there was a direct threat of disconnection. Hence Forum as per Regulation 6.5 of MERC (CGRF and E.O.) Regulations 2006 entertained the issue and accordingly registered the case vide case No 515 on 11th November 2013. On the date of first hearing, the directives were issued to the Respondent not to disconnect supply till the final order.

Gist of the Grievance is belated issuance of bill amounting to Rs. 172080/- after period of around 04 months. However consumer was also aggrieved by non-refund of amount spent over the work carried out under NON-D.D.F, CC&RF Scheme while releasing the power supply.

Shri. Suraj Chakraborty, Authorized Representative of consumer was present. He pretended that meter is having some fault as reading is over even in no load condition. He also claimed that the multiplying factor of meter is one where as the utility has billed him with M.F. 2 which doubled the consumption recorded by the meter.

On behalf of utility Shri. S.M. Ghaitadk, was present to represent the case, he urged that meter provided to this consumer is of HPL Socomech having Sr. No. 344018 with its Ampere capacity of 100A/5A. The consumer is provided with CT of 200/5A and hence its billing multiplying factor is 2. He further submitted the test report of the meter Testing Laboratory, Vashi Circle, Vashi in which all the results of testing found within permissible limit of error.

Perusal of meter testing report reveals that there is no creeping error as claimed by consumer Representative and mean percentage of error is 0.064 which is within limit of IS Tolerance of +3%. On query for non- refund of expenses carried on by consumer at his own cost while executing the CC&RF Scheme, the Respondent showed his willingness for early refund and admitted that the delay occurred due to administrative process.

On perusal of record, Forum has no doubt about the multiplying factor which must have been 2. There is also no doubt about the preciseness of working of meter when it is confirmed by the Laboratory Testing Report. However if consumer is not agreed with, he is free to get the meter tested from the Authorized

Central Government Laboratories , with his own expenses in co-ordination with the utility's Representative.

It is observed that utility has already delayed in refunding the cost of work executed by the consumer under CC&RF Scheme; Thus there should be no more delay to effect the returns in the ensuing bills.

ORDER

Forum does not find any merit in the claim of consumer for any error in meter or multiplying and hence does not found any need for intervention.

The Respondent is directed to immediately effect the amount of refund through they expended by the consumer while executing the work of NON-CC&RF Scheme for any delay in implementation of refund will attract the plain interest at the rate of RBI.

No order as to cost.

Both the parties should be informed accordingly.

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 27th 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

R.M. CHAVAN
MEMBER SECRETARY
CGRF, BHANDUP