

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

Ref. No. Secretary/MSEDCL/CGRF/BNDUZ/      Date :

Case No. 313

Hearing Dt. 19/03/2010

**In the matter of bill revision**

**Mr. Subodh R. Patil**   -      Applicant  
**Vs.**

**MSEDCL**   -      Opponent  
**(Panvel Urban division)**

**Present during the hearing**

**A - On behalf of CGRF, Bhandup**

- 1) Shri S.L. KulKarni, Chairman, CGRF, Bhandup
- 2) Shri R.M Chavan, Member Secretary,  
CGRF, Bhandup.
- 3) Mrs. Manik P. Datar, Member, CGRF, Bhandup..

**B - On behalf of Appliant**

- 1) Mr. Lokesh H. Kuckian – Consumer representative

**C - On behalf of opponent**

- 1) Mr. B.R. Kadam. Dy. E.E. Panvel city Sub division.

Preamble

Mr. Subodh R. Patil is a residential consumer of MSEDCL having single-phase connection vide consumer no. 028510757191 at Sai Angan Building, Flat No. 404, Plot no. 423, Takka, Panvel. He was billed in month of April and May 2009 abnormally high with punching of wrong reading, he made lot of correspondence to Utility and also personally visited to sub division office but no adequate cognizance was taken by Utility hence he approached to this Forum directly and has registered his grievance with this Forum on 05/03/2010 vide case no. 313.

**Consumer Say: -**

Mr. Lokesh Kuckian authorized representative of consumer is present to represent the case.

He stated that he was billed abnormally high with a wrong reading in the month of April and May 2009. He also stated that his premises are rarely in use hence he was billed for an average around 20 units/ months. His single phase meter bearing no. 441864 was showing abnormal display and hence he approached to Utility 13/05/2009. Subsequently he wrote a letters to Utility on 17/06/2009, 17/08/2009 & 15/09/2009. He also pointed out to Utility in his correspondence that the meter reader read a meter in the month of April 2009 for 755 units instead of 155 units. This is a proven fact as Utility billed him in May 2009 considering the last reading (previous reading) as 155 units instead of 755.

He also reiterated that he was been given a credit of Rs. 3,519.92 in the month of May 2009. Similarly credit of Rs. 7,416.09+ 2,622.98 was given in the month of Nov 2009. But in the very next bill i.e in the month of Dec 2009 the credit of amount Rs 2,620/- and in the month of Jan 2010 the same amount i.e. Rs 2,620/- was again debited in his bill.

The Utility officials replaced his faulty meter on 31<sup>st</sup> October 2009 with the final reading 237 units.

**Prayer of the consumer:-**

To issue him the rectified bill for month of April May 2009 and also corrected bill for faulty status of meter for month of Oct 2009.

**Utility Say :-**

Mr. B.R. Kadam Dy. E.E. Panvel city sub division was present to represent the case on behalf of Utility.

As per the statement of opponent, after the receipt of complaint of the consumer for the faulty reading in the month of April 2009, the premises was inspected by Utility officials and credit was given in the bill of May 2009 for Rs.3519.92.

Utility further stated that in the month of Sept 2009 it was brought to the notice of sub division that meter of applicant is became faulty and hence on 31<sup>st</sup> October 2009, the old faulty meter is immediately replaced. While doing so, it was observed that old meter's final reading was only 0237 units. Cindering this as a final reading

Utility corrected consumers bill and credit of Rs. 7416.9 was given in the bill of Nov. 2009. However the excess credit of Rs. 2622.98 was wrongly given in addition to the above in the month of Nov and Dec 2009. Hence the same excess credits are debited from consumer's account in the month of Dec 2009 and Jan 2010.

With the above correction the consumer's bill for March 2010 is amounting to Rs. 2880/- reduced to the amount of Rs.1150/- which consumer should pay in due time.

**Observation :-**

The matter was heard on 19/03/2010 both the parties were present.

Documents on records and arguments during the hearing reveals that in the month of April and May 2009 applicant was billed exorbitantly with the wrong meter readings and again in the month of October 2009 he was billed on faulty status with average units of 228. On perusal of CPL, Forum observed that from April 2009 to Sept 2009 Utility was continuously punching wrong reading due to faulty display of meter and at last on 31<sup>st</sup> October 2009, faulty meter was replaced where Utility found the final reading of old meter was only 237 units.

From the statement of Utility the bill is rectified for the faulty status and also for the wrong reading, which corrected as per correct readings. Forum wonders that how Utility could meter the bills of the applicant as per

correct meter reading when the meter itself displaying faulty reading hence rectification done by Utility is set aside being incorrect.

From the meter replacement report it is observed that the final reading of old meter no. 441864 was 237 units on 31<sup>st</sup> October 2009. From the CPL it is observed that the consumer's use of electricity is mere being it is occasionally used. It is seen that till March 2009 meter was working properly and in the month of March reading were shown as 143 units.

From April 2009 till the date of meter replacement consumer was billed with the wrong meter reading, which needs rectification. Forum therefore feels that during this period Utility should correct the bill with the difference of final reading i.e.237 units and the reading of March 2009 i.e.143 units these difference of units should be divided over the period from April 2009 till meter replacement i.e. 31<sup>st</sup> October 2009.

This observation was accepted by to both the Utility and the consumer in the course of hearing before the Forum. Moreover the consumer was billed on average in the month of October 2009 under faulty should be withdrawn. These bills should be rectified without charging DPC and interest thereon.

## O R D E R

- 1) Bill from the period of April 2009 to October 2009 should be rectified as mentioned in foregoing paragraphs.
- 2) The bill charged in the month of October 2009 with faulty status should be withdrawn.
- 3) No DPC and interest should be charged on rectified bills.

No orders as to cost.

Both the parties should be informed accordingly.

Compliance should be reported to this Forum within one month from the date of receipt of this order.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 20<sup>th</sup> March 2010.

Note : 1) If Consumer is not satisfied with the decision, he may go in appeal 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 go in appeal before the Hon. High Court within 60 days from receipt of the order.

**MRS. M.P. DATAR**  
**MEMBER**  
**CGRF, BHANDUP**

**S.L. KULKARNI**  
**CHAIRMAN**  
**CGRF, BHANDUP**

**R.M. CHAVAN**  
**MEMBER SECRETARY**  
**CGRF, BHANDUP**