

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

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

Date :

Case No. 169

Hearing Dt. 29/03/2008

In the matter of excessive billing and revision of bills

M/s. Khwaja Palace Co.Op. HSG. Society Ltd.

- Appellant

Vs.

MSEDCL, Mumbra

- Respondent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri S.L. Kulkarni, Chairman, CGRF, Bhandup.
- 2) Shri S.B. Wahane, Member Secretary, CGRF, Bhandup.
- 3) Mrs. Manik P. Datar, Member, CGRF, Bhandup.

B - On behalf of Appellant

- 1) Shri Shakeel Adenwala, Treassure.
- 2) Shri Riyaz Ahmed Ismail Dimtimkar

C - On behalf of Respondent

- 1) Mr. S.K. Saraiya, Ex. Engr. (Adm.).
- 2) Mr. Ajit Tambade, Dy. Ex. Engr., Shil Sub/Divn.

PREAMBLE :

The consumer registered his grievance with this Forum on 07th March 2008 vide case No. 169. He filed a complaint with ICGRU, Thane on 01/01/2008. He did not receive any order from ICGRU. Hence he approached with this Forum. Forum had registered his complaint and hearing date was fixed on 29/03/2008. All the concerned were intimated to attend the hearing with relevant documents.

CONSUMER'S SAY:

Khwaja Palace society is situated opp. Kausa Kabarstan, Near Aqsa Masjid, Ghaswala Complex, Kausa, Mumbra, Dist. Thane - 400 612, having single phase connection with consumer No. 000550870231 and 7 kw sanction and connected load.

- 1) The connection was released to the society on 15/06/2006.
- 2) They received first bill in the month of Sept. for 5 units amounting to Rs. 50/- with RNA status, which was paid by the society.
- 3) They received second bill in the month of October-2006 for 8540 units amounting to Rs. 37377/-. This bill was issued for 4 months.
- 4) After that they received the bill on average basis for 4266 units for two months with lock status.
- 5) Complainant wrote a letter to MSEDCL that they were not receiving the bills as per meter reading.

6) On 25/10/2007, MSEDCL officials visited the sight and told them to pay 125000/- immediate, otherwise your electricity connection would be disconnect.

7) Society sent a letter to MSEDCL on 29/10/2007, explaining their grievance in details and requested them that, if they would get the bills according to meter reading they were ready to pay the bills.

8) They had not received the bills as per their prayer till date.

Consumer also stated that they had purchased the water pump in the month of August-2007, though the connection was taken on August-2006. It was idle till last week of August-2007. The copy of purchase of water pump is enclosed.

As per report of the utility's officials the consumption for the said connection is 9 units/day, which is correct.

As the connection was idle upto August-2007, there was no a possibility of over flow of meter as stated in the Dy. E.E.'s report. They are using this connection only for water pump.

Dy. Ex. Engr. also stated that the society is using said connection for water pump and stair case. As per consumer's statement it was wrong as the light for stair case is being used individually by residential from their own meter.

As per MERC regulation utility cannot raised the bills on average basis.

Prayer of the consumer :

- 1) Bills should be issued as per meter reading.
- 2) Expenses incurred during the redressal should be given to the society.

UTILITY'S SAY :

The point wise compliance submitted by utility regarding this case, Dy. Ex.Engr. report's dtd. 19/03/2008 which states as follows :

- 1) Consumer's supply was connected on 15/06/2006.
- 2) Meter No. 1018608 since connection still exists.
- 3) Series meter was installed on 18/02/2008 in order to ascertain the correctness of the meter.

4) Series meter result	Existing meter	Series meter
Reading on 18/02/2008	01852	0001
Reading on 21/02/2008	<u>01880</u>	<u>0030</u>
Consumption for 3 days	28 units	29 units

- 5) Consumption : 10 units/day
Connected load water pump and stair case.
- 6) Existing meter is of 5 digit : chances of over flow.
- 7) Series meter is still kept in service.

OBSERVATIONS:

The said connection was released on 15/06/2006 with meter No. 1018608 with 7 kw connected and sanctioned load.

Consumer never received the bill as per meter reading. He received the bills on average basis from date of connection with 2133 units per month, which seems to be very high.

Member Secretary of the Forum personally visited the site of Khwaja Palace Society, the society is having three water pumps each with 1 HP load. Society is using two water pumps and third one is stand by. Society submitted purchase bill for only one water pump. Society is using those water pumps for 4 + 6 hrs. i.e. 10 hours daily for two society buildings. It is also observed that the electricity for stair case is not on water pump connection. It is being used by individual connection. The final reading of the said meter is 02448.

From the above observations it is revealed that the society was continuously getting energy bills on average basis. On the plea that the meter is lock and reading not taken, considering probable reasonable energy consumption, it would be proper to take consumption of 9 units per day, which should be calculated, for billing purpose from the date of installation of meter. Utility should revise the bills accordingly. To substantiate this it is observed that by installing series meter near the existing meter also confirms daily consumption is about 9 to 10 units.

There is gross negligence on the part of meter reader and hence utility should take strict action against the concerned.

ORDER

- 1) As observed the bill revision should be made from the date of installation of the meter.
- 2) Strict action should be taken against erring staff.
- 3) The action taken should be reported to the Forum within one month from 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 7th of May 2008.

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**

**S.B. WAHANE
MEMBER SECRETARY
CGRF, BHANDUP**