

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

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

Date :

Case No. 225

Hearing Dt. 27/10/2008
& 17/11/2008

In the matter of waiver of Bill revision

M/s. Paras Industries (Shri Dharmu Vanjani) - Applicant

Vs.

MSEDCL, Thane - Opponent

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 Applicant

- 1) Shri Dharmu Vanjani, Consumer.

C - On behalf of Opponent

- 1) Shri A.K. Gangwar, Jr. Engr., Thane.

Preamble :

Consumer registered his grievance directly with this Forum on 23/10/2008 as he was under oral threat of disconnection of his power supply and no attention was being paid to his continuous correspondence on getting average monthly bills, which were totally wrong.

The Executive Engineer, O&M Thane Division was present at the time of primary hearing held on 27/10/2008 before the Forum where consumer was also present. The Executive Engineer admitted the error of issuance of average bills and assured that power supply shall not be disconnected till final hearing.

Final hearing was held on 17/11/2008.

Consumer's say :

As per bill dtd. 12/09/2007 reading was 2700 units.

As per bill dtd. 11/10/2007 reading was 3700 units. Units consumed in one month were 1000 units. Then consumer went to the concerned sub-division and informed about wrong reading. Utility was agreed to send a person to verify the reading and requested the consumer to pay the full amount of the bill. Consumer paid the bill.

Next bill was issued on 07/12/2007 which showed '0' (zero) unit consumed and bill was sent on average basis for 531 units.

Utility's person visited the premises and found that meter was working and reading was 2928 on 22/12/2007, which shows that utility charged 772 units extra to him in bill of 11/10/2007.

In the month of Jan & Feb 2008 consumer did not received the bill. From March 2008 consumer started receiving bills on average basis for 395 units. Consumer sent many letters to utility about correction and regularization of bills but nothing was happened except assurance.

Utility say :

Utility did not submit any written say to the Forum. But as per verification report dtd. 24/03/2008 units recorded were 3085 and on 03/07/2008 reading was 3312 units.

Observations :

After studying CPL it was found that in the month of Sept-2007 bill was issued 1000 units which seems apparently wrong and there after in the month of October and Nov-2007, bills were issued on average basis with inaccessible status. Accordingly credit was issued to the consumer in the bill of December 2007 for Rs. 6153/- and also Rs. 5012/-.

But from the month of Jan-2008 to till date bills were issued on average basis for 395 units with status of RNA though the meter is at site.

From the above it is a clear case of gross negligence of the meter reading staff of utility causing unnecessary hardships to the consumer and automatically warrants action under SOP laid down by MERC in Appendix 'A' section 7 (i) which reads as under :-

Reading of consumer's meter once in every two months for all consumers and on failure of which compensation should be awarded to the consumer for Rs. 200/- per month after first month of delay the utility should calculate the extent of compensation accordingly till date and award it to the consumer.

Further, consumer's bills should be revised strictly according to the meter reading and original bills being squashed with waiver of DPC and interest. The consumer should be given slab wise benefit in the next bill.

ORDER

- 1) As observed in details, consumer's bill should be revised with giving him slab wise benefit and waiver of DPC and interest.
- 2) Provision of SOP should be adhered to and compensation paid to the consumer.

The compliance of this order should be reported to the CGRF within one month from the date of receipt of this order.

No orders as to cost.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 1st of December 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

R.M. CHAVAN
MEMBER SECRETARY
CGRF, BHANDUP