

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

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

Date:

Case No. 226

Hearing Dt. 24/11/2008

In the matter of bill revision.

Shri Murli Nair

- 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 Consumer

- 1) Shri Murli Nair, Consumer.
- 2) Mrs. Hazel Nair

C - On behalf of Utility

- 1) Shri Pravin Suryawanshi, Jr. Engr., MSEDCL, Thane

Shri Murli Nair using single phase domestic connection in the name of M/s. Summer Builder, bearing consumer No. 000018284154, having sanctioned load of 4.8 kw resident of castle mill compound, Summer Castle bldg. No. A, Flat NO. 805, Old Agra Road, Thane had registered grievance vide serial no. 226.

The first hearing was fixed on 17/11/2008 at 14.00 hrs., but only representatives of opponent were present and applicant could not attend due to non receipt of call letter hence next date of hearing was given on 24/11/2008.

On dtd. 24/11/2008 both parties were present, the facts of the case as stated by the applicant (referred to as consumer) are as under: -

The consumer is having single-phase electric connection for domestic use from 1998. The earlier dispute of excess billing in the month of July – 2006 was solved by utility. Utility had replaced meter in the month of Sept-06 and this meter is going fast, the average consumption should be around 300 units per month but bills are coming of 700 units to 800 units per month. Hence complaint was lodged to the Zone office, Bhandup from where concerned officers were instructed to look into the matter but no one was turn up. After personal consistent follow-up, utility have accu-checked meter on dtd. 25/07/2008 and also provide the series check meter for 13 days i.e. 28/08/2008 to 10/09/2008 and told that meter is working properly. But no copy of report was furnished to them. The billing is very high and same should be corrected considering the appliances in use.

To this, the respondent replied that meter was replaced in mass drive in the month of Sept. 2006. On receipt of complaint the Jr. Engineer Shri Suryavanshi had accu-checked meter at site on dtd. 25/07/2008 in presence of consumers and error found was within permissible limit. When copy of report was sent to handover to consumer, consumer denied to sign it, hence copy of report could not br given.

For more clarification and satisfaction of consumer check meter (S.No. 3101335) was provided in series with consumer meter (Sr. No. 31004681 for period 28/08/2008 to 10/09/2008 during this period readings were noted, consumers meter had consumed 197 units where as series meter consumed

195 units. Which shows consumers meter is working within permissible limit of error.

Observations :

As per the record submitted by utility it appears that consumer's sanction load is 4.8 KW while his actual use is of 6.8 KW as per verification report of utility dtd. 25/07/2008. As regards usage of electrical appliances in house hold they consist of 1.5 ton split AC, Geyser, inverter, fridge, T.V., washing machine, mixer apart from lighting. Considering the sanctioned load and the appliances is also perusal of CPL, the optimum consumption could be between 350 to 400 units per month. The utility's field staff had carried out meter checking through accu-check and fixing series meter. However, the meter was found O.K.. Even then monthly bill of 700 to 800 units does not appears logical. It was therefore, found that to carry out the meter testing in the laboratory in presence of consumer at the cost of utility would be a reasonable solution such type of testing is available at utility's Lab. at Thane.

The finding of such Lab. test would be binding on consumer. Further, Forum feels that consumer's present meter should be replaced by new and duly tested meter to the satisfaction of the consumer.

ORDER

- 1) Existing meter of the consumer should be replaced by new and duly tested meter.
- 2) Consumer's meter should be checked in utility's Lab. at Thane in the presence of consumer/consumer's representative at the cost of utility.
- 3) In case error found in meter beyond permissible limit, bills should be revise accordingly.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 01/12/2008.

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