

CONSUMER GRIEVANCE REDRESSAL FORUM
(Established under the section 42 (5) of the Electricity Act, 2003)
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD.
JALGAON ZONE

Office of the
Consumer Grievance Redressal Forum
AjanthaChauphuli, Old M.I.D.C.
Jalgaon 425 003

No./CGRF/JLGZ/JAL Circle/JAL U Dn/C.No.21-2016-17/
(BY R.P.A.D.)

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Date: 25 MAR 2017

Date of Submission of the case : 06/02/2017
Date of Decision : 24/03/2017

To.

- 1) M/s Vega Chemicals Pvt. Ltd,
Plot No. F-23/24/25 ,MIDC,
Jalgaon, Tal-Dist-Jalgaon.
(Consumer No. 110019002180)
- 2) Executive Engineer & Nodal Officer ,
Maharashtra State Electricity Distribution Co LTD.
Circle office, Jalgaon.
- 3) Executive Engineer ,
Maharashtra State Electricity Distribution Com. Ltd.
Division office, Jalgaon (UCR).

Complainant

Distribution Company



DECISION

M/s Vega Chemicals Pvt. Ltd, Plot No. F-23/24/25 , MIDC, Jalgaon is HT consumer (hereafter referred as the Complainant) of the Maharashtra State Electricity Distribution Company Ltd. (hereafter referred as the Distribution Company) has a grievance regarding wrong assessment of bills for slow/defective meter for the period Aug-2015 to Sept-2016 (14 months). The complainant has filed a representation to the Forum against the order passed by the Internal Grievance Redressal Cell (IGRC) , MSEDCL, Jalgaon Circle Office in this regard. The representation in Schedule "A" is registered at inward no. 14 on 06.02.2017.

It was decided to admit this case for hearing after consulting the Forum . The matter was fixed for hearing on 23.02.2017 at 11.30 a.m. in the CGRF Office, Jalgaon and a notice to that effect was sent to the complainant and the concerned officers of the Distribution Company. A copy of the grievance was also forwarded with this notice to the Nodal Officer, MSEDCL, Circle Office , Jalgaon for submitting para wise comments to the Forum on the grievance within 15 days under intimation to the consumer. The copy of this notice was also endorsed to the Superintending Engineer, Circle Office , Jalgaon and Executive Engineer ,Jalgaon UCR Division.

Shri Sanjay M. Aakode, Superintending Engineer , Shri N.D.Narayane, Nodal officer & Executive Engineer, Shri R.F Pawar Dy.Executive Engineer & Shri Jayesh Hiwale, Sr. Manager (F&A),Circle Office, Jalgaon, & Shri S.V.Deshpande, Executive Engineer, Testing Division Jalgaon, represented the Distribution Company during the hearing. Shri T.N.Agrawal, Satish Shaha & Suresh Bhole , represented by the complainant.

Consumer's Representation in Brief :

1. The complainant is a consumer of MSEDCL having Contract demand of 400 KVA and availing power supply from 11 KV Non-Express feeder line. Due to receipt of exorbitant illegal bills in Sept-2016 & Nov-2016, they lodged grievance with IGRC.

2. During the month of Aug-2016, team of MSEDCL Testing and O&M Engineers visited suddenly to the plant on 24th Aug-2016 and made the joint reports on 24.08.2016 & 25.08.2016 with observation that the meter is recording consumption lesser by 51.76%. This figure was worked out on the basis of consumption recorded by parallel Zera meter installed by MSEDCL for short period 4 hrs & 9 min. on 25.08.2016. On the basis of this report, the MSEDCL submitted bill of Rs.105.22 lakh vide letter No. 4694 dt.17.09.2016 & Rs.14,14,341/- on dt.07.11.2016 totaling Rs.1,19,36,449/-.
3. The bill raised by MSEDCL is totally incorrect & illegal without any base & justification, hence the complainant protested for the same and submitted the grievance with IGRC on dt.28.09.2016. The IGRC passed decision on dt.12.01.2017 and partly allowed the grievance by reducing slowness of meter from 51.76% to 50 % based upon the NABL lab test report of Nasik test bench.
4. They have been paying the monthly bills (before PPD due date) for regular consumption to MSEDCL by keeping aside the disputed amount, DPC & interest charges levied thereof.
5. Now since the remedy provided by IGRC is not satisfactory, the complainant is filing this grievance application with CGRF for redressal on the basis of the following points for consideration.
6. The Complainant provide below the particulars of two supplementary bills received from MSEDCL for demand of additional amount.

Billing period	Bill Ref./ dt.	Bill amount Rs.	Total units charges
25.07.2015 to 25.08.2016 (14 months)	Letter No.4694 dt.17.09.2016	Rs.1,05,22,108.30	14,17,582 KWH
25.08.2016 to 14.10.2016 (50 days)	Bill dt.07.11.2016	Rs.14,14,341.16	2,06,693 KWH
	Total:	Rs.1,19,36,449.46	16,24,275 KWH

7. Complainant have raised the objections to both the bills mentioned above & submitted the grievance with IGRC on 28.09.2016 & protested for additional bill also on 07.11.2016. As both the above bills are under dispute, it is surprised to see that MSEDCL has included the above amount Rs.1,19,36,449/- as debit bill adjustment in regular monthly bill of Oct-2016 issued on dt.16.11.2016. Once the dispute is raised by the consumer, such amount should not have been included in the regular monthly bill till decision of final authority of the forum on the grievance is received.
8. Due to inclusion of disputed amount in monthly bill, complainant had also suffered loss of prompt payment discount & load factor incentive. All the bills have been paid fully for consumption of electricity.
9. Complainant invite your attention to minutes of meeting dt. 05.10.2016, for the meeting held with SE & others of MSEDCL & thereafter complainant had requested to provide the following information vide letter dt.13.10.2016, fate of the information provided is also given below.
10. Detailed calculation sheet for amount Rs.1,05,22,108/-: provided.
11. MRI data for the billed period 25.07.2015 to 28.08.2016: Provided only instantaneous values for particular time for some instances after 24.09.2015 instead of from 25.07.2015. Complainant could not workout monthly consumption from the MRI data provided.
12. Last visit report of testing Engineer prior to 25.08.2016: Not provided for visit & checking reports prior to this date i.e. 24.08.2016.
13. Provision in Elect. Act-2003:

Def. of Meter as per MERC Supply Code 2010: The complainant now refer def. of metering system as per MERC supply code 2010, Meter is defined at section 1.32 of this code is as below:

"METER" means a set of integrating instruments used to measure, and / or record and store, the amount of electrical energy supplied or the quantity of electrical energy contained in the supply, in a given time, which include whole current meter and metering equipment, such as



