

MAHARASTRA STATE ELECTRICITY DISTRIBUTION CO. LTD.

KONKAN ZONE RATNAGIRI

Consumer Grievances Redressal Forum Ratnagiri

Consumer case No. – 09 /2013

Date :- 22.02.2013

**Mr. Vinay Shrinivas Gadikar.
A/P- Rajapur, Bazarpeth,
Tal- Rajapur, Dist- Ratnagiri**

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Complainant

V/S

**Executive Engineer
Maharashtra State Elec.Dist.Co.Ltd.
Ratnagiri**

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Opposite Party

Quorum of the Forum

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- 1) Mr. D. S. Jamkhedkar
Chairman**
- 2) Mr. V.B.Jagtap.
Secretary Member**
- 3) Mr. N. A. Kulkarni
Member**

On behalf of consumer

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Absent

On behalf of opposite party

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- 1) Mr. Kambale.
Assistant Engineer, Rajapur**
- 2) Mr.Ankush S. Thakar.
UDC, Rajapur**

Maharashtra State Electricity Regulatory Commission Consumer Grievance Redressal Forum and Ombudsman Regulation 2003 Vide Clause No.8.2

Facts of the case in brief are as follows:-

1) Late Shrinivas obtained the commercial single phase connection for shop in Bazarpeth Rajapur. It's consumer Number is 213510000475. Late Shrinivas is survived by his son Vinay, the present applicant.

2) It is the case of the applicant that the normal bill for his shop premises ranged in between Rs. 250 to 300/- but to his surprise he received the bill demanding Rs. 6870/- for the month of March 2012, which he received in April 2013. He complained to the concerned officer at Rajapur on 16.04.2012. On that basis meter was tested and was found running fast, accordingly bill was rectified but not as per norms and a bill of Rs. 1960/- was given. The applicant deposited the same and raised grievances, but with no redressal.

3) Then the company had sent him letter on 04.02.2013 and asked him to pay entire arrears and also had given threat of disconnection so the consumer has approached this Forum.

4) Mahavitran has filed say and submitted that since the meter was running fast, the bill was rectified and fresh demand bill was issued for the month of March 2012 at the average rate of 50 units. It is submitted that the bill was reduced to the tune of Rs. 5947/- and a bill of Rs. 521.82/- was issued. In the light of this, there is no reason to make any grievance and the grievance be rejected.

5) Consumer did not appear before the Forum on the date of hearing on 03.04.2013

Mahavitran official submitted that office is going to issue rectified bill.

6) In view of rival submission, following points arise for our consideration and we have given findings against each of them for the reasons given below.

No.	Points	Findings
1.	Whether bill of March 2012 deserves rectification	Yes
2.	If yes, what should be basis	On the basis of average billing of 6 months prior to March 2012
3.	What order	As per final order

Reasons

Point No. 1 :-

From the submissions of official Shri. Kambale for Mahavitran, it reveals that even Mahavitran is of the view that bill has to be rectified as the testing report shows that meter was running fast by 25% approximately with this background we hold that the bill of March 2012 has to be rectified and answer the point in the affirmative.

Point No 2 :-

In fact, the bill was rectified by Mahavitran after testing report and it was so rectified by calculating the average of 50 units Shri. Kambale also could not explain as to how average was calculated at 50 units, because apparently it is contrary to consumption shown in C.P.L.

Mahavitran should have calculated the average on the basis of units consumed for the period Sept 2011 to Feb 2012. i.e. six month average of the 6 months prior to disputed bill and this could be worked out from C.P.L.

So we hold that consumption of 6 months earlier period of March 2012 be taken as basis for calculating average consumption of March 2012 and fresh bill be issued accordingly. Hence we answer the point accordingly.

Point No 3 :-

In the result, grievance succeeds. Consumer is also entitled to get compensation of Rs. 200/- as he was required to approach Forum for no fault on his part. Hence we proceed to pass following order.

Order

- 1) The grievance of the consumer is allowed.**
- 2) Opponent Mahavitran is directed to issue fresh bill for the month of March 2012 by calculating the average consumption on the basis of consumption of energy for the month of Sept 2011 to Feb 2012. Fresh bill be issued accordingly within 15 days.**
- 3) Surplus amount, if any, recovered from consumer be adjusted in the future bills.**
- 4) Opponent Mahavitran do pay Rs. 200/- (Rs. Two hundred only) by way of expenses to the applicant consumer within one month from the date of this order.**

5) In case consumer desires to appeal against this order he should file his appeal to the following addresses.

**Secretary,
OMBUDSMAN, Maharashtra State Electricity Regulatory Commission,
606/608, Keshava Building,
Bandra Kurla Complex,
Mumbai – 400 051.
Phone No.022 – 2659 2965.**

**D.S.Jamkhedkar
Chairman ,C.G.R.F
Konkan Zone**

**V.B.Jagtap
Ex.Engineer,C.G.R.F
Konkan Zone**

**N.A.Kulkarni
Member,C.G.R.F
Konkan Zone**

Date : 07.05.2013

Place : Ratnagiri

