

CONSUMER GRIEVANCES REDRESSAL FORUM;
MSEDCL NAGPUR (RURAL) ZONE NAGPUR
COMPLAINT NO. 140/2014

Shri Namdeo Tukaram Uike
At.Rampur Majra Po.Khandala
Tq.Samudrapur
District - Wardha.

Complainant

,,VS.,

1. Executive Engineer,
MSEDCL,O&M Division,
Hinganghat.
2. Executive Engineer/Nodal Officer,
I. G. R. C., Circle Office,
MSEDCL,Wardha.

Respondents

Applicant represented by 1) Dr.N.N.Behare, Authorized representative
Respondents represented by 1) Shri H.M.Patil, Assistant Engineer, Samudrapur

CORAM:

Shri Vishnu S. Bute, Chairman.
Adv. Gauri D. Chandrayan, Member
Ms. S. B. Chiwande, Member-Secretary.

JUDGEMENT

(Delivered on this 09th day of January, 2015)

2. Shri Namdeo Tukaram Uike, r/o. Rampur Majra, Po.Khandala, Tq.Samudrapur, Dist.Wardha is a domestic consumer. His consumer no. is 396840000185. He was not given the power bill as per actual meter reading. Thereafter the respondent, changed the meter, as it was faulty. New meter was installed. However even thereafter electricity bills as per actual meter reading were not given. In July 2014 the respondent gave a bill of 2086 units. The bill was of Rs.11,900/-. Feeling aggrieved by this action, on the part of the respondent the applicant approached the IGRC Wardha. The IGRC dismissed his application vide order bearing no.SE/Wardha/Tech/IGRC/5941

dated 05-11-2014 on the ground that the applicant was not present on the date fixed for hearing. Feeling aggrieved by this order the applicant presented instant application.

3. A notice was given to the respondent. The respondent submitted parawise reply under no.EE/O&M/H'ghat/T/8766 dated 11-12-2014. The case was fixed for hearing on 05-01-2015. Dr. Behare, an authorized representative, represented the applicant. Shri H.M.Patil, Assistant Engineer, Samudrapur was present for the respondent. Both the parties were heard.

4 Dr. Behare argued that the applicant is a domestic consumer since 02-11-2011. He was given the average bill of 50 units per month for a long time. The applicant made the complaints so many times. However nobody took the cognizance of his complaints. The respondent changed the meter on 04-06-2013. However even thereafter the applicant used to get the bill of average consumption of 50 units per month. In July 2014 the respondent abruptly issued the bill of 2086 units. The bill was of Rs.11,900/- . Since the payment was beyond the capacity of the applicant, the applicant submitted complaint application. The applicant could not make the payment of the bill.

The applicant submitted an application to the IGRC on 25-09-2014. The respondent took away the meter on 29-10-2014. The applicant did not get the intimation of the hearing. So he was not present before the IGRC to represent his case. Thereafter the respondent on their own installed the meter at the residence of the applicant on 19-12-2014.

The applicant prayed that the bill of Rs.11,900/- may be quashed and set aside. The applicant may be given a bill on basis of the average consumption indicated by the

meter installed in December 2014; for the whole period. The applicant may be given compensation under the provisions of fuse off call for the period from 29-10-2014 to 19-12-2014.

5. Shri H.M.Patil referred to the written submissions dated 11-12-2014. He further stated that the applicant was given the bill of average consumption for the period from November 2011 to December 2013. The meter was faulty during this period. The meter was changed on 04-06-2013. The report was (of change of the meter) entered in the computer and thereafter the applicant was given the bill of Rs.11,900/- in July 2014. The applicant has been given the credit of Rs.2736/- for the period from June 2013 to July 2014. The application has no force. So it may be dismissed.

6. We have perused the record. We have heard the arguments advanced by both the parties.

It is admitted fact that the meter installed at the residence of the applicant was faulty during the period from November 2011 to December 2013. However the respondent has not raised any point about the bill for this period. So we presume that the respondent is satisfied with the payment made by the applicant for this period.

7. The respondent changed the meter on 04-06-2013. However the respondent issued the first bill as per the meter reading in July 2014. There is no satisfactory explanation from the respondent as to why they have not given the bill as per actual meter reading. Thereafter the respondent removed the electricity meter on 29-10-2014. The applicant has not made any payment against the bills. The respondent on their own reinstalled the meter and restored the power supply of the applicant on 19-12-

2014. There is no explanation as to why the power supply was restored without any payment by the applicant .

From the aforesaid discussion we record our conclusions as under,

The respondent failed to take the meter reading of the applicant from June 2013 to October 2014. Regulation 7.2 of the MERC (standards of performance of Distribution Licensee, period for giving supply and Determination of compensation) Regulation 2014, reads as follows,

7.2 The Distribution Licensee shall carry out the reading of consumers meter at least once in every three months in case of agricultural consumers and at least once in every two months for all other consumers.

So the applicant is entitled for compensation as provided in annexure A item 8 (i).

Neither the applicant nor the respondent submitted any details about the actual power consumption by the applicant. So we are not inclined to interfere in the bill of Rs.11,900/-. The applicant should deposit this amount.

So we pass the following order,

ORDER

- i) The application no.140 of 2014 is partly allowed.
- ii) .The applicant is entitled for compensation @ Rs.100/- for June 2013 and @ Rs. 200/- per month for the period from July 2013 to 29 October 2014. The respondent shall make the payment within the period of 90 days from the receipt of this order.

iii) The parties to bear their own cost.

Sd/-
(Adv.Gauri D.Chandrayan) Sd/-
(Ms.S.B.Chiwande) Sd/-
MEMBER MEMBER SECRETARY CHAIRMAN
CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR ZONE NAGPUR
(Nagpur Dtd.09th day of January, 2015)

CONSUMER GRIEVANCE REDRESSAL FORUM
NAGPUR ZONE (RURAL) M. S. E. D. C. L.
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(O) 0712- 2022198

NO. CGRF/NZ/

Date :

Certified copy of order dated 09th January, 2015 in Case No.140 / 2014 is enclosed herewith.

Member-Secy/ Exe.Engineer,
C.G.R.F.(NZ)MSEDCL
N A G P U R

To,
Shri Namdeo Tukaram Uike, At.Rampur Majra Po.Khandala
Tq.Samudrapur, Dist.Wardha
Copy s.w.r.to :-

1. The Chief Engineer(NZ), MSEDCL, Vidyut Bhavan,Katol Road, Nagpur.

Copy f.w.cs.to:

1. The Executive Engineer/Nodal Officer., O&M Circle Office, MSEDCL.Wardha
2. Executive Engineer,C.C.O&M Dn., MSEDCL, Hinganghat.
for information and necessary action.

Address of the Electricity Ombudsman is given as below.

Office of - The Electricity Ombudsman,
12, Srikrupa, Vijay Nagar,
Chhaoni, Nagpur-440 013
0712-2596670