

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

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Office of the
Consumer Grievance Redressal Forum
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Dwarka, NASHIK 422011

No. / CGRF /Nashik/NUC/N.U.Dn.-2/514/45-15/

Date: 23/03/2016

(BY R.P.A.D.)

In the matter of Excess Bills

Date of Submission of the case : 09/02/2016

Date of Decision : 23/03/2016

To.

1. Shri Pankaj Padmanabh Sharma
R.H./6 ,Mahalaxmi Row House
Happy Home Colony, Nashik 422009
(Consumer No. 049088153072)

Complainant

2. Nodal Officer ,
Maharashtra State Electricity Distribution Com. Ltd.,
Urban Circle office,
Nashik

Distribution Company

3. Executive Engineer (Urban 2)
Maharashtra State Electricity Distribution Com. Ltd.
Nashik Road

DECISION

Shri Pankaj Padmanabh Sharma (hereafter referred as the Complainant) , Nashik is the residential consumer of the Maharashtra State Electricity Distribution Company Ltd. (hereafter referred as the Distribution Company). The Complainant has submitted grievance to the IGRC Urban Circle , MSEDCL, Nashik for receipt of excess bills for September 15, October 15 and November 2015 . The Complainant has submitted a representation in Schedule "A" to the Consumer Grievance Redressal Forum as not satisfied with the decision of the IGRC The representation is registered at Serial No. 25 of 2016 on 09 /02/2016.

The Forum in its meeting on 12/02/2016, decided to admit this case for hearing on 01/03/2016 at 11.30 am in the office of the forum . A notice dated 12/02/2016 to that effect was sent to the appellant and the concerned officers of the Distribution Company. A copy of the grievance was also forwarded with this notice to the Nodal Officer, MSEDCL, Urban Circle Office Nashik for submitting para-wise comments to the Forum on the grievance within 15 days under intimation to the consumer.

Shri C.C. Humane , Nodal Officer, Shri. D.K.Aher ,Additional Executive Engineer represented the Distribution Company during the hearing. Shri R.P.Sharma appeared on behalf of the consumer.

Consumers Representation in brief :

1. The complainant is not satisfied with the decision given by Executive Engineer on 29/12/15 with reference to the complaint of excess bills received .
2. The average billing since last 2 years is nearly about 3 to 4 thousand per month.
3. It is requested to please look into the matter and help to relieve with the excess bill charged.

Demands of the Consumer:

To relieve with bill difference.

Arguments from the Distribution Company:

The Distribution Company submitted a letter dated 29/02/2016 from the Nodal Officer, MSEDCL, Urban Circle Office Nashik , CPL and other relevant correspondence in this case. The representatives of the Distribution Company stated that:

- 1- Jh- iadt ineukHk 'kekZ RH/6 egky{eh jks gkÅI d] gW h gke dKlyuh] ukf'kd ¼xk-dā 0490088153072½ ; kph vokLro oht ns dKph rdkj ; k dk; kzy; kl iklr >kyh gkrh- ; k vk/kh l nfHkZ i= dā 6043 fn- 29@12@2015 vUo; s xkgd rdkj fuokj.k d{kkar xir chy ; kX; vl Y; kps xkgdkl dGou oht fcy Hkj.; kP; k l puk ns; kr vkY; k gkR; k- rl p i= dā 821 fn- 26@02@2016 vUo; s Onkjdk mi foHkx ukf'kd ; kuh l knj dyy; k vgokykuq kj rdkjnkj xkgdkph l ol oht ns ds gh ehVj fjMhaxud kj >kyyh vl Y; kps dGfoys vkgs
- 2- rl p xkgdkl oht ehVj ckr vk{ki vl yys oht ehVj gs feVj pkp.kh foHkx ipd ; Fks %ehVj dākd 48315337½ fn- 03@12@2015 jksth rikl ys vl rk vgokykr l njgq feVj 1-94 VDDs vf/kd ; k iek.kkr vk<Gū vkys l nj iek.kk gs +5 VDDps vkr vl Y; kus xkgdkps fcykr dkskrgh ot koV dyyh ukgh-
- 3- rl p fn- 30@12@2015 jksth xkgdkpk iR; {k LFGi gk.kh vgoky dyk vl rk xkgdkpk tkMyyk , dqk oht Hkj 1-82 fd-ol brdk vk<Gū vkyy- l nj tkM.khP; k Hkjkuq kj xkgdkl fnyys oht ns d ; kX; vkgs gs fotns d n#Lrhl dkskrgh oko ukgh- R; keGps xkgdkP; k rdkjhr rF; ul Y; kus xkgdkph rdkj fudkyh dk<. ; kr ; koh] gh fourh-

Action by IGRC:

1. On the complaint received on 02/12/2015 the IGRC, Nashik Urban Circle conducted hearing on 15/12/2015.
2. After hearing, the IGRC gave decision as under vide letter dated 29/12/2015:
xkgdkps oht ns dKph rikl .kh d#u dā uhp; k fu; eki ek.kk xkgdkps oht ns dkr n#Lrh d#u ns ; kr ; koh-

Observations by the Forum:

1. The complainant has got residential connection since 09/11/2005. The electricity consumption is in the range of 400 units prior to September 2015. The complainant had paid fully the August 2015 bill of Rs. 7270/- on 10/09/2015. The complainant then received bill of Rs. 8,290/- for September 2015 with consumption recorded as 753 units. This bill was not paid by the consumer. A bill of Rs. 17,170/- (including unpaid arrears) was raised for October 2015 with consumption recorded as 717 , which was also not paid. A bill of Rs. 22,170/- (including past arrears) for November 2015 was issued with consumption recorded as 530. This bill was also not paid. The complainant filed a complaint about excess bill with the IGRC , Urban Circe ,Nashik on 02/12/2015 and made payment of Rs. 22,670/- on 03/12/2015.
2. The close scrutiny of the bills reveal that the consumption recorded in September, October and November 2015 is correct as verified from the meter reading photos printed on the bills. As such there is no error in taking and entering readings. The said meter no. 4831537 has been tested by the Meter

Testing Unit (Panchak) of the Distribution Company in the presence of the consumer on 03/12/2015. As per the test report dated 03/12/2015, the meter was found 1.94 % fast but within permissible limits and okay .

3. In the spot verification done by the Distribution Company on 30/12/2015, the connected load was found to be 1.82 kW. From CPL record the average monthly consumption for last 8 months prior to September 2015 i.e. for January 2015 [Previous reading 25262] to August 2015 [28576] comes to 414 units. Hence the consumption of 753,717 and 530 can not be said as abnormally high.

After considering the representation submitted by the consumer, arguments by the Distribution Licensee, all other records available and the observations in the preceding paras , the Forum is of the opinion that , there is no valid reason for correction in the disputed bills and bills issued for the months of September, October and November 2015 are correct . Hence the grievance is liable to be rejected and the following order is passed by the Forum .

ORDER

1. The grievance of the complainant is rejected .
2. If aggrieved by the non-redressal of his Grievance by the Forum, the Complainant may make a representation to the Electricity Ombudsman, 606, 'KESHAVA', Bandra Kurla Complex, Bandra (East), Mumbai 400 051 within sixty (60) days from the date of this order under regulation 17.2 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006.

(Rajan S. Kulkarni)
Member

(Ramesh V. Shivdas)
Member-Secretary
& Executive Engineer

(Suresh P. Wagh)
Chairman

Consumer Grievance Redressal Forum, Nashik Zone

Copy for information and necessary action to:

- 1 Chief Engineer , Nashik Zone, Maharashtra State Electricity Distribution Company Ltd. , Vidyut Bhavan, Nashik Road 422101 (For Ex.Engr.(Admn)
- 2 Chief Engineer , Nashik Zone, Maharashtra State Electricity Distribution Company Ltd. , Vidyut Bhavan, Nashik Road 422101 (For P.R.O)
- 3 Superintending Engineer, Maharashtra State Electricity Distribution Company Ltd. , Urban Circle Office, Nashik .