

**CONSUMER GRIEVANCE REDRESSAL FORUM
M.S.E.D.C.L., PUNE ZONE, PUNE**

Case No.31/2016

Date of Grievance : 06.08.2016

Date of Order : 06.10.2016

In the matter of wrongly issuance of bills.

Mr.Shejwal Sachin Shankar, ----- Complainant
At Post- Supedhar, (Dimbha Colony), (Herein after referred to as Consumer)
Tal.Ambegaon, Dist.-Pune
(Consumer No.172530048646)

Versus

The Executive Engineer,
M.S.E.D.C.L., ----- **Respondent**
Manchar Division, (Herein after referred to as Licensee)
Pune.

Quorum

Chairperson Mr. S.N.Shelke
Member Secretary Mr. D.H.Agrawal
Member Mr. S.S.Pathak

Appearance

For Consumer Mr.Sachin Shejwal ,

For Respondent Mr.Prakash Khandekar, Ex. Engineer,
Manchar Dn.

- 1) The Consumer has filed present Grievance application under regulation no. 6.4 of the MERC (CGRF & E.O.) Regulations 2006.
- 2) Being aggrieved and dissatisfied by the order dated 29.7.2016 passed by IGRC Pune Rural Circle, Pune, thereby rejecting the grievance, the consumer above named prefers this grievance application on the following amongst other grounds.
- 3) The papers containing the above grievance were sent by the Forum to the Executive Engineer, M.S.E.D.C.L., Manchar Dn., Pune vide letter no.

EE/CGRF/PZ/Notice/31 of 2016/189 dtd.08.08.2016. Accordingly the Distribution Licensee i.e. MSEDCL filed its reply on 14.09.2016.

- 4) We heard both sides at length and gone through the contentions of the consumer and reply of the licensee and the documents placed on record by the parties. On its basis following factual aspects were disclosed.
- i) Consumer namely Mr. Sachin Shankar Shejwal having consumer No. 172530048646 connected on 21.07.1983 and categorized as LT -I Resid. 1 phase & having sanctioned load 1 KW.
 - ii) The bills were wrongly issued for the period Aug.2014 to Jan.2016 & also for the period April to June-2016.
 - iii) The photo meter readings are not seen on the monthly energy bill. The reading recorded is not as per actual consumption.
 - iv) The Licensee contends that the meter was inside the consumer's premises & the house was locked many times & hence it is unable to take the meter readings & hence it was suggested to install the meter outside the consumer premises.
 - v) The Licensee has corrected the bill for the period Aug.2014 to Jan.2016 & April-16 to June-16 & the slab benefit has been given to the consumer.
 - vi) Thereafter the consumer has paid the energy bill in the month of March-16.
 - vii) The consumer submitted grievance before IGRC, PRC on dtd.23.6.2016. The IGRC rejected the grievance of the consumer vide impugned order dated 29.07.2016.

5. The consumer representative Mr. Sachin Shankar Shejwal submitted that the electricity bills were wrongly issued i.e. meter reading was not taken by the meter reader properly & the bill was not issued/charged as per the actual consumption. The bills were wrong for the period Aug.2014 to Jan.2016. He submitted that the electricity bills for the period April-16 to June-16 were totally wrong & copies of the same are enclosed by him. The photo meter readings were not seen on the monthly energy bill. He stated that without any intimation the

supply was disconnected in the month of Feb.16. Then, the consumer has paid the arrears amount in the month of March-2016 & also paid the reconnection charges. Thereafter the supply was restored in the month of March-16.

6. On the other hand Mr. Prakash Khandekar, Ex. Engr. Manchar Dn. Submitted that the electricity bills were wrongly issued for the period Aug.14 to Jan.16 since the meter was inside the consumer's premises & therefore the meter reader was unable to take the meter reading properly as per the consumption. Whenever the consumer was available in the premises, the reading was taken & adjusted the units as per actual meter reading. The bills were corrected for the period Aug.2014 to Jan.2016 & also April-2016 to June-2016 & all the benefits such as DPC, slab benefit, interest etc. were adjusted. The MSEDCL has instructed that the meter shall be removed from inside the house of consumer and be installed at accessible place for taking reading. Accordingly the said meter has been installed at the accessible place. The bill revision was made for the period Dec.2014 to April-2016 giving slab benefit.

7. It is seen from the CPL of the consumer that the bills were wrongly issued to the consumer from Aug.2014 to Jan.2016 and April-2016 to June-2016. The said bills were not issued as per consumption. According to Licensee the meter was inside the house therefore meter reader could not take the actual reading. The Licensee has corrected the bills as per actual consumption for the period Aug.2014 to Jan.-2016 & April-2016 to June-2016. Also the Licensee has adjusted the amount of Rs.502.27 by giving a credit to the consumer in the month of Oct.2014.

8. The Licensee corrected the bills for the period Dec.2014 to April-2016 for 17 months assessing 12 units per month by making bill revision report dated 18.6.2016. The Licensee adjusted amount of Rs.379.33 by giving credit to the consumer. The Licensee also revised the bill for the month of May-2016 for consumption of 18 units adjusting amount of Rs.367.56 by way of credit to the consumer. Bill for the month of July-2016 is for 10 units as per actual consumption. Considering these facts, the Licensee has made bill revisions for

the period Aug.2014 to Jan.2016 & April-16 to June-2016 as per actual consumption & the Credit has been adjusted in the bills by giving credit to the consumer at various intervals.

8. Hence, we pass following the order.

ORDER

1. Grievance of the consumer is partly allowed with cost.
2. The Licensee to correct bills from the month of Aug.2014 to Jan.-2016 & April-2016 to June-2016 as per his actual consumption pattern by taking the meter readings properly & to give necessary credit (if any) slab benefit to the consumer & to issue revise bills excluding DPC & interest etc.
3. The Licensee (Dy.Ex.Engineer, Ghodegaon) is directed to raise the bills henceforth as per meter reading (as per consumption).
4. The Licensee to report the compliance within one month from receipt of this order.

Delivered on: - 06.10.2016

Sd/-

S.S.Pathak

Member

CGRF:PZ: PUNE

Sd/-

B.S.Savant

Member/Secretary

CGRF:PZ:PUNE

Sd/-

S.N.Shelke

Chairperson

CGRF:PZ:PUNE

Note :- The consumer if not satisfied may filed representation against this order before the Hon.' ble Ombudsman within 60 days from the date of this order at the following address.

Office of the Ombudsman,
Maharashtra Electricity Regulatory Commission,
606/608, Keshav Bldg.,
Bandra Kurla Complex,
Bandra (E), Mumbai-51.