

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

Case No.32/2016

Date of Grievance : 16.08.2016

Date of Order : 10.10.2016

In the matter of exorbitant billing.

Mr.Nimbraj Asraaji Jadhav,
Ramkrishnahari Ashram,
Pune Alandi-road, Alandi,
Pune-412105
(Consumer No.176011296468)

---- Complainant
(Herein after referred to as Consumer)

Versus

The Executive Engineer,
M.S.E.D.C.L.,
Rajgurunagar Division,
Pune.

---- **Respondent**
(Herein after referred to as Licensee)

Quorum

**Chairperson
Member Secretary
Member**

**Mr. S.N.Shelke
Mr. D.H.Agrawal
Mr. S.S.Pathak**

Appearance

For Consumer

Mr.Nimbraj Asraaji Jadhav,

For Respondent

**Mr. D.K.Kulkarni, Dy.Manager,
Mr. S.F.Taksande, Asstt.Engineer,
Rajgurunagar Dn.
Mr. S.S.Sandbhor, Asstt.Acctt.**

- 1) The Consumer has filed present Grievance application under regulation no. 6.4 of the MERC (CGRF & E.O.) Regulations 2006.
- 2) The consumer above named filed complaint before IGRC, PRC about exorbitant billing on 24.8.2015. However the IGRC did not give any

decision in the said matter. Therefore the consumer approached to CGRF by filing grievance on 16.08.2016.

- 3) The papers containing the above grievance were sent by the Forum to the Executive Engineer, M.S.E.D.C.L., Rajgurunagar Dn., Pune vide letter no. EE/CGRF/PZ/Notice/32 of 2016/196 dtd.16.08.2016. Accordingly the Distribution Licensee i.e. MSEDCL filed its reply on 08.09.2016.
- 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. Nimbraj Aasaraji Jadhav having consumer No. 176011296468 connected on 08.08.1998 and categorized as LT -I Resi. 1 phase & having sanctioned load 0.60 KW.
 - ii) The Licensee issued the bills to the consumer from Nov.2013 to Sept.2014 with locked & faulty status & not as per the consumption.
 - iii) The Licensee replaced the old meter of the consumer bearing Sr.No.001143410 Motwane -make having final reading 10307 KWH with new meter bearing Sr.No.3025357 Rolex-make having initial reading 0001 on 30.09.2014.
 - iv) The Licensee in the month of Jan.2015 issued bill of 2660 accumulated units of old & new meter for Rs.26840.68.
 - v) The Licensee in the month of Feb.2015 issued corrected bill to the consumer giving credit of Rs.10640/- .
 - vi) The Licensee made bill revision (B-80) on 30th Sept.2016 for the period Nov.-2013(i.e. Lock/Faulty status of meter) to Jan.2015 for removal of fictitious arrears making bill adjustment of Rs.10640/- and it is seen from the CPL also.
5. The consumer namely Mr.Nimbraj Jadhav submitted that though the meter was faulty, the Licensee did not replace it immediately but used to send wrong bills from Nov.2013 with faulty & locked status. But his house was never locked. The meter was replaced in the month of Sept.-2014. Even after replacement of the meter the Licensee used to send wrong bills. He was shocked when Licensee issued bill of Rs.26840/- for the month of Jan.2015. After

receiving the said bill he had to approach to the office of the Licensee from Alandi to Chakan. He required to spend money for travelling expenses & suffered mental trouble. Thereafter the concerned employee manually corrected the said bill making it of Rs.16200/-. He paid all the bills. He further submitted that since the Licensee used to send wrong bills, he filed complaint before IGRC, PRC on 24.08.2015. However, the IGRC did not give any decision therefore he had to approach to the Forum. Mr. Jadhav claims compensation for his harassment & also interest on the excessive bill amount paid by him.

6. On the other hand Mr. Taksande, Asstt. Engr. Chakan Sub-division submitted on behalf of Licensee that previously bills with faulty & locked status were issued to the consumer. The consumer's meter was replaced on 30.9.2014. Thereafter in the month of Jan.2015 bill of 2660 accumulated units of old & new meter for Rs. 26840/- was issued to the consumer. Thereafter in the month of Feb.2015 corrected bill giving credit of Rs.10640/- for amount of Rs.17830/- was issued to the consumer. He further submitted that presently bills are being issued to the consumer as per actual reading.

7. It is seen from the CPL of the consumer that the bills were wrongly issued to the consumer from Nov.2013 to Sept.- 2014. The Licensee replaced the old meter of the consumer having Sr.No.001143410 of Motwane-make with final reading of 10307 units by replacing new meter having Sr.No.3025357 of Rolex-make having initial reading 0001 on 30.09.2014. Thereafter in the month of Jan.2015 Licensee issued bill 2660 units i.e. 685 current units + 1976 accumulated units of old & new meters for Rs.26840/-. Thereafter in the month of Feb.2015 the Licensee corrected the bill giving Credit of Rs.10640/- to the consumer for Rs.17840/-. The Licensee made bill revision on 30.9.2016 for the period Nov.-2013 (i.e. Lock/Faulty status of meter) to Jan.2015 for removal of fictitious arrears making adjustment of Rs.28030/- by way of B-80 adjustment & the adjustment was seen from the CPL also. It is further seen from the CPL that even after replacement of old meter in the month of Sept.2014, the bills were wrongly issued to the consumer with meter change & locked status. In the month of March-2015 bill of 665 units was issued to the consumer & thereafter in the month of April-2015 & May-2015 bills were wrongly issued to the consumer

showing 0 (Zero) consumptions. Under these circumstances, the Licensee is required to issue revised bills to the consumer for the period from Nov.2013 to Sept.2016 observing initial reading of old meter having serial no. 001143410 Motwane-make & present reading of the new meter having Sr.No.3025357 of Rolex-make determining consumption pattern of the consumer before and after the replacement of the said meter.

8. Hence, we pass following the order.

ORDER

1. Grievance of the consumer is allowed with cost.
2. The Licensee to issue revised bills to the consumer for the period from Nov.2013 to Sept.2016 observing initial reading of old meter & determining consumption pattern of the consumer before & after replacement of the meter.
3. The Licensee to give slab benefit to the consumer as well as excluding DPC & interest etc. while issuing revised bill as mentioned above.
4. The Licensee to report the compliance within one month from receipt of this order.

Delivered on: -10.10.2016

S.S.Pathak
Member
CGRF:PZ: PUNE

B.S.Savant
Member/Secretary
CGRF:PZ:PUNE

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.