



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

Case No. 52/2017

Date of Grievance : 19.07.2017
Date of Order : 19 .09.2017

In the matter of exorbitant billing.

Mr.Narayan Dattu Bhosale,
 C/o, Savli, Near Water Tank,
 At -Warulwadi, Post - Narayangaon,
 Tal. Junnar, Dist.Pune- 416504.

Complainant

(Herein after referred to as Consumer)

Versus

The Executive Engineer,
 M.S.E.D.C.L.,
 Mulshi Division,
 Pune -411011.

Respondent

(Herein after referred to as Licensee)

Quorum

Chairperson

Mr. S.N.Shelke

Member Secretary

Mrs. B.S.Savant

Member

Mr. S.S.Pathak

Appearance

For Consumer

Mr.Narayan Dattu Bhosale,

For Respondent

Mr.Khandekar,EE, Manchar Dn.

Mr.Umesh Karpe, DyEE,

Narayngaon S/ dn.

Mr.Rahul Shinde, Dy.Manager,

Manchar Division.

1. The Consumer has filed present Grievance application under regulation No. 6.4 of the MERC (CGRF& E.O.) Regulations,2006.
2. Being aggrieved & dissatisfied by the order dated 29/04/2017 passed by IGRC Pune Rural Circle, Pune, the consumer above named prefers the present grievance application on the following amongst other grounds.
3. The papers containing the above grievance were sent by the forum to the Executive Engineer, Manchar Division vide letter No. EE/CGRF/PZ /241 Dated

21/07/2017. Accordingly the Distribution License filed its reply on 16/08/2017.

4. We heard both sides at length, gone through the contentions of the consumer and reply of the respondent & documents placed on record by the parties.
5. The facts giving rise to the grievance may be stated as under :
The above named consumer having consumer No. 174228114837 with sanctioned load 3.00 KW was connected on 29.7.2015 in the category LT 1 Resi.1 Phase. The Licensee generated first bill with RNA status for 259 units in the month of Dec.2015. Thereafter the Licensee issued next bill to the consumer for 2246 units as per meter reading, for the month of Jan.2015. According to the consumer there was explosion on HT line in the month of Dec.2015 & therefore the meter was jumped. The Licensee made spot inspection of the premises of the consumer on 2.8.2016. Thereafter the Licensee tested the energy meter of the consumer 11.4.2017. The meter was found OK. Thereafter the Licensee made bill revision (B-80) on 15.4.2017 for the period Aug.2015 to Jan.2016 as per 140 units per month & made credit adjustment to the consumer for Rs.13,368/-. However, subsequently the Licensee cancelled the said Credit B-80 adjustment. The consumer filed grievance before IGRC on 15.3.2017. The IGRC rejected the grievance of the consumer vide impugned order dated 29.4.2017 observing that the meter was found OK & the bill for 2246 units being generated for 6 months accumulated units and no evidence of meter jumping due to explosion of HT Line.
6. The consumer Mr.Bhosale submitted that the Licensee did not issue bill till Feb.-2016. In the month of Dec.2015 meter reading was 665 Kwh. Thereafter there was explosion on HT Line & meter was jumped showing 2079 reading on 15.12.2015. Thereafter he made complaint to the Licensee about jumping of meter but no cognizance was taken. He submits that his monthly consumption is 65-70 units therefore the energy bill for the month of Jan.2016 for 2246 units be cancelled & the excess amount recovered against the said bill be refunded along with interest.
7. On the other hand Mr. Umesh Karpe, Dy.EE, Narayangaon S/dn. submitted that date of connection of the consumer is on 29th July 2015. First energy bill as RNA status for 259 units was issued to the consumer in the month of Dec.2015.

Thereafter in the month of Jan.2016 correct reading bill for 2246 units was issued to the consumer. The consumer made complaint about the said bill. Thereafter bill revised making credit B-80 adjustment for 144 units per month and giving credit of Rs. 13368. The meter was checked & found OK. The meter was not jumped as complained by the consumer. The above mentioned B-80 was checked by the Flying Squad. Since the meter was found OK, Credit B-80 adjustment of the consumer came to be cancelled. Therefore the bill issued to the consumer for the month of Jan.2016 for 2246 units is proper & correct.

8. It is seen that the date of supply of the consumer is 29th July 2015. The Licensee generated first bill of the consumer with RNA status for 259 units in the month of Dec.2015. Thereafter the Licensee issued further energy bill to the consumer for Jan.2016 for 2246 units amounting to Rs.1820/-. According to the consumer there was explosion on the HT Line in the month of Dec.2015 & therefore the meter was jumped from 665 kwh to 2247 kwh. His monthly consumption is approximately 65-70 units & therefore the meter reading having 2247 kwh is abnormal & average bill be charged. However there is no evidence that due to explosion on HT line the meter was jumped. Photo reading of 665 kwh for Dec.2015 is not available bills were not issued to the consumer from Aug.2015 till Dec.2015.
9. The Licensee checked the meter No.4376899 having Rolex make of the consumer on 11.4.2017 & the meter was found OK. The Licensee made spot verification of the consumer's premises on 2.8.2016 & meter reading was 2544 kwh. The Licensee found following electrically powered appliances in the consumer's premises.

Appliances	Load - watt	Appliances	Load- watt
CFL bulb	06 x 20 W	Heater	01x 1000 w
Fan	03 x 60 W	Motor	01 x 1.5 Hp
TV	01x 150 W	Mixture	01 x 100 w
Fridge	01x200 W	Washing machine	01 x750 w
Cooler	01 x 140 w	Water purifier	01 x 50 w
Laptop	1 x 250 w	Table Fan	01 x 40 w
Total Load =4.45 kw Therefore Average consumption 144Units/month.			

10. The Licensee again made spot verification & verified the load of the consumer on 11.9.2017 & found that

Appliances	Watt	Appliances	Watt
CFL	7 x 20 w	Fridge	1 x 200
Fan	3 x 60 w	Motor	1 x 1.5 HP
TV	1 x 150	Mixer	1 x 100
Total Load =		770 w	

11. As mentioned above date of supply of the consumer is on 29.7.2015. First bill with RNA status for 259 units was generated in the month of Dec.2015. The Licensee issued bill as per reading in Jan.2016 for 2246 units. The Section office proposed average of 144 units for 6 months during the said Aug.2015 to Jan.2016. Bill revision (B-80) giving credit adjustment of Rs.13368/- was made on 15.4.2017 for the period Aug.2015 to Jan.2016. Accordingly Credit bills were issued to the consumer. But subsequently the Licensee cancelled the above mentioned B-80 adjustments.

The consumption pattern of the consumer after abnormal reading 2246 units in Jan.2016 from Feb.2016 to Jan.2017 for 12 months as per CPL is as under :

Month	Consumption	Month	Consumption
Feb. 2016	76	Sept.-2016	72
March	52	Oct.	71
April	43	Nov.	80
May	48	Dec.	102
June	66	Jan. 2017	60
July	82		
Average consumption = 62.66 units rounded 63 units per month			

Thus consumption pattern after abnormal reading for Jan.2016 is 63 units per month. Therefore the Licensee is required to issue revised bill for the period Aug -2015 to Jan.2016 totaling to $63 \times 6 = 378$ Units to the consumer. The Licensee failed to generate energy bill of the consumer in the next billing cycle but generated after six months. Therefore deficiency of service is on the part of the Licensee.

Hence grievance is liable to be allowed.

Date : 19.09.2017

I agree,

S.S.Pathak
Member
CGRF:PZ:PUNE

S.N.Shelke
Chairperson
CGRF:PZ:PUNE

Member Secretary, (B.S. Savant)

I have gone through the above reasoning and my opinion in this matter is differing as below:

It is seen that there is explosion on HT Line & hence the meter was jumped on single phase LT consumer - as per consumers say.

Technically, it is observed that there may be no any chances of meter jump due to any fault/explosion occurred on HT Line & it shall not be affected on single phase LT consumer. Suppose such type of situation occurred then there might be a possibility of physical damage like meter burnt or flash over etc. Meter might be jumped or worked abnormally due to internal technical fault of meter only & not by the external fault of HT explosion line etc. As per the evidences submitted by Licensee, there is no any other complaint filed by other consumer or no any fault occurred on HT Line. The Licensee has tested the meter twicely and meter found OK.

The consumption pattern of the said consumer becomes as 347.5 units per month as per it's connected load (4.45 KW) & it was taken into consideration as per the spot inspection report on dated 2.8.2016 submitted by the Licensee of the same meter which is working properly there after also.

Considering the above facts & situations, it is concluded that the meter found OK as per the testing report and consumption pattern becomes correct as per its load pattern. Hence the meter recorded during the period July-15 to Jan.16 (accumulated 2246 units) was correct.

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

Hence the order by majority

ORDER

1. Grievance of the consumer is allowed with cost.
2. The licensee to issue revised bill of 378 units for the month of Aug -2015 to Jan.- 2016 to the consumer giving slab benefit & deducting DPC & interest.
3. Excess amount of bill be adjusted in the future bills.
4. The Licensee to make inquiry for late generating of first energy bill.
5. The licensee to report compliance within one month from the receipt of this order.

Delivered on: - 19.09.2017

S.S.Pathak
Member
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.