

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

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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.1/638/28/2017-18/
(BY R.P.A.D.)

Date:

Date of Submission of the case : 04/12/2017
Date of Decision : 12/01/2018

To.

Shri. Dinkar Sakharam Bodke
1st floor, shree Ganesh Classics,
Anandvalli, Gangapur Road.,
Nashik – 2422013
(Consumer No. 049050034240)

Complainant

1. Nodal Officer ,
Maharashtra State Electricity Distribution Com. Ltd.,
Urban Circle office, Shingada Talav,
Nashik
2. Executive Engineer (U-2)
Maharashtra State Electricity Distribution Com. Ltd.
Kharbanda Park Nashik .

Distribution Company
(Respondent)

DECISION

Shri. Dinkar Sakharam Bodke Nashik . Satpur Nashik is the Commercial consumer of the Maharashtra State Electricity Distribution Company Ltd. (hereafter referred as the Respondent). The Complainant has submitted grievance against MSEDCL for excess billing . The Complainant filed a complaint regarding this with the Internal Grievance Redressal Committee of the Maharashtra State Electricity Distribution Company Ltd. Ltd. But not satisfied with the decision of the IGRC , the consumer has submitted a representation to the Consumer Grievance Redressal Forum in Schedule "A". The representation is registered at Serial No.142 of 2017 on 04 /12/2017.

The Forum in its meeting on 07/12/2017, decided to admit this case for hearing on 21/12/2017 at 1.00 Pm in the office of the forum . A notice dated 08/12/2017 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 I Circle Office Nashik for submitting para-wise comments to the Forum on the grievance within 15 days under intimation to the consumer.

Smt. P.V. Bankar , Nodal Officer/Ex. Engr. , Addl. Executive Engineer Shri. A.G. Pingale represented the Distribution Company during the hearing. Shri .Prasant Kulkarni appeared on behalf of the consumer.

Consumers Representation in brief :

With reference to the above mentioned subject I would like to draw your kind attention that we have using the 15 KW LT II connection being consumer No. is 049050034240. Earlier the load was 10 KW by application dated 15/03/2017. We have requested to increase the load from 10 KW to 15 KW by paying sufficient fees but same has not been revised present date. While going through previous bills from month of April 2016 to July 2017 i.e. total 16 months the average meter reading unit is 230 to 550 units and the bill amount is average Rs. 1500/- to Rs. 2300/- We are paying the bills regularly and there in no default at all. But our utter shock 7 surprise we have received an electricity bill for Rs. 135450/- (Rs. One lakhs thirty five thousand four hundred and fifty only) in the month of August 2017. Immediately on the next day by receipt of electricity bill we rush to the electricity office, Satpur sub Division and asked to check the bill status. Your officers informed us to check the electric meter from their authorized lab. Accordingly on dated 01/09/2017 by Paying Rs. 590/- (Rs. Five hundred ninety only) as meter testing charge we have applied for meter testing report. On the same day i.e 01/09/2017 your officers have visited our premises and prepared the spot verification. Your meter checking unit, panchak, Nashik Road wide their letter C- No. 316 dated 04/09/2017 issued the sub testing (checking) meter / MR 3 report duly signed by Assistant Engineer, while going through the reports ostensibly the meter seems to be in a good condition.

While Going through previous bills from month of April 2016 to July 2017 i.e. total 16 months the average meter reading is 230 units to 550 units and the bill amount is average Rs. 1500/- to Rs. 2300/-. In the month of Apr. 2017 to Aug. 2017 the meter reading units are shown 127 but the amounts are different these figures also creates doubt in mind which needs to be clarify. Again on dated 08/09/2017 I have visited and made a request application for revised bill but neither your officers shown their willingness to provide revised bill nor they have paid heeds towards my grievance. Such rigid behavior necessitate me to initiate this present complaint.

So it is humbly requested that kindly issue the revised bill as soon as possible and do not disconnect the power supply till the date of satisfactory outcome.

Arguments from the Distribution Company.

The Distribution Company submitted a letter dated 20/12/2017 from the Nodal Officer, MSEDCL, Urban Circle Office Nashik and other relevant correspondence in this case. The representatives of the Distribution Company stated that:

As per consumer application dtd. 15/03/2017 received to the Gangapur S/dn. The additional load of 5 KW is sanctioned to consumer on dtd. 31/03/2017 & the A.E. Gangapur Section issued quotation of Rs. 5269/- (In words Rs. Five thousand two hundred sixty nine only) & the consumer paid the amount vide receipt No. AE78922, AE78923 and AE78924 on dtd. 07/04/17. The additional load sanctioned to the consumer is shown in the E.B. for the month of Sept. 17.

Observing the SVR and issued bills, it is found that the bills issued to the consumer upto March 17 are on actual reading basis. But the bills issued for the months of April 17, May 17, June 17 and July 17 are on average basis with R.N.T. Status. In the month of Aug. 17 the reading on the meter is verified and issued bill from the month of April 17 to Aug. 17 with units 41599-29571=12028, amounting Rs. 1,35,450/- (In words Rs. One Lakh thirty five thousand four hundred fifty only.) by giving the slab benefit.

Considering the SVR dtd. 19/09/2017 received by the AE Gangapur section with the load mentioned on it and meter testing report C-No 316, T.C/C.No. 07 dtd. 04/09/2017 the bill issued for the billing month of April 17, May 17, June 17 and Aug. 17 with total units 12028 (2406

units/month) amounting Rs. 1,35,450/- (In words Rs. One Lakh thirty five thousand for hundred fifty only) is correct.

The E.B. issued to the consumer in the month of Sept. 17, Oct. 17 & Nov. 17 for units 1864, 2795 & 2087 Units respectively are also on mobile app reading basis & which are also correct.

The SVR dtd. 19/12/2017 from the A.E. Gangapur on dtd. 19/12/2017 is received to this office & inward No. 6361 dtd. 19/12/2017 is also attached with letter.

The instruction are also issued to the billing staff for issuing bills to the consumer through mobile app reading basis henceforth.

Action by IGRC :

1. Internal Grievance Redressal Cell Nashik Urban Circle conducted hearing on 07/11/2017 for the complaint submitted on 12/09/2017.
2. After hearing both the parties IGRC gave decision as per letter dated 13/11/2017 as under.

" rdkjnkj xkgdki ekpl 2017 i ; r fjMhaxiEk.kS chy ns ; kr vkys vkgs feVj VLVhax fji kVZ vksds vkgs , i by 2017 rs tjs 2017 ; k dkyko/khe/ ; s RNT Status iEk.kS chy fnysys vkgs fjMhaxiEk.kS chy vkkLV 2017 ikl u ns ; kr ; r vkgs vkkLV 2017 ps chy gs , fiy 2017 rs vkkLV 2017 ; k dkyko/khl kBh fjMhaxiEk.kS 41599&29571=12028 ; fuVps Lyt cfufQV noup #-135450@& fnysys vkgs- I IVcj 2017 ps fcy fjMhaxiEk.kS ns ; kr vkysys vkgs fnysys chy ; kx ; vkgs R ; keGs I nj chy Hk#u egkforj.k dI uhl I gdk ; l djkos

Observations by the Forum:

Consumer representative brought to the notice of forum that they have applied for Load extension on 15/03/2017 accordingly sanction was given on 31/03/2017 and as per sanction given the sectional officer issued firm quotation of Rs. 5269/- which the consumer has paid on 07/04/2017. The load extension was released immediately but it seems the effect of load extension is given in the month of Sept 17. In the meantime the bills for the months April, May, June & July 17 were issued on Average basis with RNT status. Bill for the month Aug. 17 was issued as per reading, hence accumulation of units came out in the month of Aug. 17. The Dist. Co. cleared that the bill for Aug. 17 is for the consumption of units from April 17 to Aug. 17 also cleared in hearing that bill is issued after bifurcation of units in 5 months. So as to get slab benefit to the consumer with necessary credit & Debit entries for the payment made against the bills issued from April 17 to Aug. 17.

After considering the representation submitted by the consumer, comments and arguments by the Distribution Licensee, all other records available, the grievance is decided with the observations and directions as elaborated in the preceding paragraphs and the following order is passed by the Forum for implementation:

ORDER

1. On heard Arguments of both parties the Forum came to the conclusion that whatever bills served are correct i.e. bill for the month Oct. 2017 issued is for the consumption from April 2017 to Aug. 2017 with due bifurcation of units to get the slab benefit to the consumer with all cr. & db. Entries seems to be correct.
2. If it is not possible for the consumer to pay bill in one stroke, the Dist. Co. is directed to issue 2 or 3 installments' after receipt of the application from the consumer accordingly.
3. As per regulation 8.7 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006, order passed or direction issued by the Forum in this order shall be implemented by the Distribution Licensee within one month and the concerned Nodal Officer shall furnish intimation of such compliance to the Forum.
4. As per regulation 22 of the above mentioned regulations, non-compliance of the orders/directions in this order by the Distribution Licensee in any manner whatsoever shall be deemed to be a contravention of the provisions of these Regulations and the Maharashtra Electricity Regulatory Commission can initiate proceedings *suo motu* or on a complaint filed by any person to impose penalty or prosecution proceeding under Sections 142 and 149 of the Electricity Act, 2003.

5. 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.

(Chandrakant M. Yeshirao)

Member

(Prasad P. Bicchal)

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 .