

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
Kharbanda Park, 1st Floor,
Room N. 115-118
Dwarka, NASHIK 422011

No. / CGRF /Nashik/NUC/N.R.Dn./610/85/2016-17

Date : 05/05/2017

(BY R.P.A.D.)

In the matter of

Wrong billing for the period June 2016 to February 2017 and PF Penal Charges

Date of Receipt : 23/03/2017
Date of Decision : 05/05/2017

To.

M/s. Prateek Industries ,
Premier Villa, 15/16 Tagore Nagar,
Nashik 422006
(Consumer No. 075949022480)

Complainant

1. Nodal Officer ,
Maharashtra State Electricity Distribution Com. Ltd.,
Urban Circle office, Shingada Talav,
Nashik
2. Executive Engineer (R)
Maharashtra State Electricity Distribution Com. Ltd.
Vidyut Bhawan Nashik Road.

Distribution Company

DECISION

M/s. Prateek Industries , (hereafter referred as the Complainant). Sinnar, Dist. Nashik is the HT consumer of the Maharashtra State Electricity Distribution Company Ltd. (hereafter referred as the Distribution Company). The Complainant has submitted grievance against MSEDCL for wrong billing during the period June 2016 to February 2017 and PF Penal Charges. The Complainant filed a complaint regarding this with the Internal Grievance Redressal Committee of the Maharashtra State Electricity Distribution Company Ltd. But not satisfied with the decision of the Respondent , the consumer has submitted a representation to the Consumer Grievance Redressal Forum in Schedule "A". The representation is registered at Serial No.62 of 2017 on 23 /03/2017.

The Forum in its meeting on 24/03/2017, decided to admit this case for hearing on 11/04/2017 at 12.30 am in the office of the forum . A notice dated 24/03/2017 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.

Shir. A. R. Tiwari, Dy.Executive Enginner , Shri. Kishor Tirsra, Asstt. Acctt. represented the Distribution Company during the hearing. Shri . R.K Bhardwaj appeared on behalf of the consumer.

Consumers Representation in brief :

1. We are a HT consumer having connected load 367 KW and contract demand 110 KVA. We earlier had a L.T. Connection which we got converted to HT on 07/04/2012.

2. Due to acute water shortage our workers left on 31st May 2016 and till now our factory remains closed.
3. From 1st June to 10th June 2016 we had some lighting load as office was open & after that we switched off the connection from DP structure itself by switching off the AB switch.
4. We were keeping record of daily meter reading till factory was working & the same was provided along with our 12th July 2016 letter to the Department where units consumed were 206 only from 1st to 10th June 16. Then we switched off the power but the bill received is for 305 units (excess billing of 9 units) + PF penal charges Rs. 3570.69. We promptly gave letter to Executive Engineer mentioning both above facts & requesting to check the records & correct the units consumed & drop PF penal charges from June bill. The bill was paid by us under protest.
5. Again in July, August, September, October, November, December 16, January and February 2017 bills same things happened though for the whole period power was switched off from AB switch still we were billed some units & PF penal charges as per statement below.

Month	Demand charges payable	Demand Charges Not payable	PF penal Charges .	Units.	Energy Charges Payable	Energy Charges Extra.	Interest On arrears.
June 2016	12100		3570.69	99	1146	2388.45	
July 2016	12100		9792.24	42		1451.36	
Aug. 2016	12100		9758.62	36		1393.56	
Sept. 2016	12100		9674.44	44		1446.94	
Oct. 2016	12100		10193.75	27		1317.88	
Nov. 2016	12925		10894.66	26		1415.71	
Dec. 2016	12925		10799.48	32		1463.08	
Jan. 2017	12925		-	-		--	
Feb. 2017		12925	10553.32	35		1485.27	4759
Total :	99275	12925	75237.20		1146	12362.25	4759

Charges Payable : Rs. 100421.00
Charges to be waived : Rs. 105283.45

6. Due to above we have not been able to pay our bills since July 2016.
7. Finally, we filed our "Redressal of Grievance inform-X" with the Executive Engineer on 20th Sept. 2016. Hearing in above case took place on 18/10/2016 in his chamber and now the order is received on 22/03/2017.
8. Since there is no redressal to our grievance we are constrained to file our application to the next forum in Form 'A' for early solution.
9. We have decided to scale down our operations and accordingly we have given a request of permanent disconnection of HT connection on 22nd Jan.2017 to avoid un-necessary payment of demand charges. However, no action has been taken on the same so far. Once our grievance is settled we will be applying for a L.T. connection.

Relief Sought :

We request you to look into above, ascertain the facts & give us relief by waiving Feb. 2017 demand charges, PF penal charges, excess energy charges & interest on arrears total Rs. 105283.45 so that we can pay our bills.

Arguments from the Distribution Company.

The Distribution Company submitted a letter dated 11/04/2017 from the Nodal Officer, MSEDCL, Urban Circle Office Nashik and other relevant correspondence in this case. The representatives of the Distribution Company stated that:

1- ojh'B 0; oLFkki d 'fooy% ukf' kd 'kgj eMy ; kps l nfhkz d k; ky; hu fVi .khuq kj vt h'kj kus rdkjhe/; s uen dyyh l ol fotns ds gh iR; {k ?kr-y% k fjMhaxud kj o dia uhp; k fu; ekuq kj p ns; kr vkyyh vkgp-

- 2- I nj xtgdkus vrxr rdkj fuokj.k l ferhe/; s fny; k vtkbj l pko.kh gkpu R; kpk fu.kz dk-i = Ø- 5526 fn- 11@11@2016 uq kj ikjhr dj.; kr vkyk- l nj fu.kz kph ir vthkkl rdkj vtkbj ueq iR; koj RPAD us ikBoyh gkrh- ijr vt hkj ueq iR; koj miyC/k ul Y; kus l nj i = dk; ky; kr ijr vkys
- 3- l nj xtgdkps mPpnkc duD'ku vl u PD dj.k k bh vt hkj kP; k fn- 22@01@2017 jkst h vky; k vtklq kj xtgd fn- 20@02@2017 jkst h PD dj.; kr vkyk-

Action by IGRC :

1. Internal Grievance Redressal Cell Nashik Urban Circle conducted hearing on 18/10/2016 for the complaint submitted on 20/09/2016 .
2. After hearing both the parties IGRC gave decision as per letter dated 11/11/2016 as under:

*MR-9 ojhy ehVj okpukuq kj r; kj dj.; kr vkys oht fcy gs ; kX; vkgs rjh rs xtgdkus Hk#u di uhl l gdk; l djkos***

Observations by the Forum:

1. The complainant has stated that the Distribution Company has billed them in excess from 1st June to 10th June 2016 as they had some lighting load for office and after that they switched off the connection from DP structure itself by switching off the AB switch.
2. The complainant has submitted a statement of electricity usage as per their record. The Forum asked the Distribution Company to offer detailed comments on the data submitted by the complainant. Accordingly the Nodal Officer has submitted reply vide letter dated 18/04/2017 ,which is as under:

xtgdkus l knj dsy; k okijpk vgoky o egkforj.k di uhdMpu ns; kr vkysys fotns d l kj [kp vkgr- egkforj.kP; k fotns dkr nk [kfoysys ; fuV cjkcj vkgs gs xtgdkus l knj dsy; k fjMhax rDR; ko#u LiV gkr s l kcr tu 2016 ph MR-9 fjMhax 'khVq tu 2016 ps fotns d rlp xtgdkdMpu l knj dsysy okijpk vgoky tkm.; kr ; r vkgs rhugh f'kVoj fjMhax l kj [kp vkgs

Date	Time	KWh	KVArh	KVArh	KVAh	KVAMD
1 June 16	9.00	221324	4788	394214	223861	1.86
1 June 16	5.15 pm	221351	4788	394274	223889	1.86
2 June 16	9.36	221353	4792	394326	223692	1.86
2 June 16	5.12 pm	221370	4792	394382	223909	2.22
3 June 16	9.07	221371	4793	394418	223911	2.22
3 June 16	5 pm	221389	4793	394492	223925	2.22
5 June 16	9.14	221392	4798	394541	223929	2.22
5 June 16	5.1 pm	221401	4798	394599	223952	2.22
6 June 16	9.10	221403	4805	394601	223969	2.22
7 June 16	5 pm	221406	4819	394625	223971	2.22
8 June 16	10.00	221408	4819	394630	223974	2.22
9 June 16	9.20	221410	4819	394635	223977	2.22
9 June 16	5.13	221426	4825	394642	223998	2.22
10 June 16	9.25	221427	4825	393645	224001	2.22
30 June 16		221477			224176	

3. The bills are issued as per readings and as per rule. Hence the Forum does not find any reason to intervene and the grievance stands rejected.

The case is disposed off after considering the representation submitted by the consumer, comments and arguments by the Distribution Company , all other records available.

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

(Sandip D. Darwade)
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 .