

BEFORE CONSUMER GRIEVANCE REDRESSAL FORUM,
MSEDCL (GONDIA ZONE), OFFICE OF THE CHIEF
ENGINEER, RAMNAGAR, GONDIA.

Case No.CGRF (Gondia) 13/2018

Filed on: 20/03/2018

Decided on: 04/04/2018

Shri. Laxman Tulsiram Bhranhankar
Mata Mandir Chowk,Civil Line
Tah. And Dist. Gondia.

.... APPLICANT

Nodal Officer,
The Executive Engineer,
O & M Division, M. S. E. D. C. L.,
Gondia.

.... NON-APPLICANT

Applicant: present with Mr.K..Parihar, Authorized presentative.

Non-Applicant: represented by Mr A.M. Jain , Additional
Executive Engineer, Gondia Urban Sub-Dn.

Quorum Present :

Chairman	1)	Mr. M.L.Chouhan
Technical Member	2)	Mr. S.K.Wankhede
Member (CPO)	3)	Mr. M.R.Kedar

ORDER PASSED ON 26/04/2018

1) The applicant filed the present grievance application before this forum on 20/03/2018 under Regulation 6.4 of the M.E.R.C. (C.G.R.F. & E. O.) Regulations - 2006, herein after referred to as said regulations.

- 2) Forum heard the argument of both side and perused the record.

- 3) Brief history of applicant is that the applicant is the consumer of non-applicant since 01/04/2012 with connected load 0.80 KW having consumer number 430010339710. The applicant is used the supply for residential purpose and the electric bill is charged on LT I Res 1-phase category with tariff code 90.

- 4) During the argument the applicant said that he received the abnormal energy bill in month of November 2017 with units 1261 of Rs.11299.55. He received this bill with the difference of current reading & previous reading (3791 – 2530 = 1261) for two month period. Before month of November 2017 he received the normal bills which are paid by consumer regularly.

- 5) As per applicant, he is using the supply of electricity for the purpose of residential. Consumer installed the three phase meter in same premises in the name of Rana Hospital in month of March 2017, then after consumption is dropped on single phase meter.

- 6) During the argument the applicant pointed out that the meter number 4631659 is of Rolex company make meter and it is not working properly & misbehave while recording the reading of the consumer. Therefore Mahavitaran Company directed to field officers to replace that Rolex make meter. Hence applicant

submitted the “PURSIS” regarding the correction of bill by giving slab benefit (Dividing the units charged per month over the total period of billing) from March 2017 to November 2017.

7) During the argument the Non-Applicant said, he is agreed that consumer received the energy bill of units 1261 in month of November 2017 for two month period. Bill for month of October 2017 is issued on average showing reading not taken (RNT) .

8) After receipt of the complaint regarding abnormal bill, bills for month of October, November 2017 was verified & checked and found correct as per CPL record. Also the readings from February 2017 were taken by HHU. The meter number 4631659, Make Rolex is replaced by New meter number 4102509 in month of January 2018. The old meter no. 4631659 is tested at Division office testing unit and as per testing report on dated 06/02/2018 meter found normal. Therefore as per testing report and the billing record , the bill issued in month of November 2017 is correct.

9) During the argument and discussion, it is observed by the forum that,

a) On perusal and consideration of both oral and written submission made by both the parties, it seen that the applicant consumer number is 430010339710 having a meter 04631659,

Single Phase , Make – Rolex with the capacity of 5-30 amp since date of connection having a load of 0.80 KW ,

b) On perusal of meter replacement report and meter testing report meter is showing a correct reading and meter found normal.

c) On perusal of CPL and bills submitted , It is an admitted fact that in month of November 2017 reading bill of 1261 units was issued , while going through the record it is found that in month of April 2017 charged 6 units with reading 1937 , for month of May 2017 charged 1 units with reading 1938, for month of June 2017 charged 0 units with reading 1938, for month of July 2017 charged 42 units with reading 1980 , for month of August 2017 charged 116 units with reading 2096, for month of September 2017 charged 434 units with reading 2530 , for month of October 2017 charged 197 units on average with same reading and for month of November 2017 units charged 1261 for two month period.

10) In view of the above observations the IGRC order is quashed. The application deserves to be allowed.

In the result we pass the following order :

(a) The application is partly allowed.

- (b) The bill for the month of November 2017 to be corrected by giving slab benefit from the month of March 2017 to November 2017. Withdrawn the interest & DPC charged.
- (c) No order as to cost.
- (d) The compliance of this order shall be done within 30 days from the date of this order.

-Sd-

(M.R.Kedar)

Member(CPO)

-Sd-

(S.K.Wankhede)

Member/Secretary

-Sd-

(M.L.Chouhan)

Chairman