

**CONSUMER GRIEVANCE REDRESSAL FORUM
AMRAVATI ZONE, AMRAVATI**

'Vidyut Bhavan', Shivaji Nagar, Amravati: 444603, Tel. No. 0721 2551158

Dt. 24.08.18

ORDER

Case No. 21/2018

In the matter of grievance pertaining to unjustified bill for May-18
and adjustment units thereof.

Quorum

Dr. Vishram Nilkanth Bapat, Chairman
Miss. M.H. Ade, Member Secretary
Sau. Sushama Joshi, Member (CPO)

Complainant

Shri Manohar S.Shirsat
B-2,Unique Tower,Saturna,
Badnera Road,Amravati

Versus

Respondent

The Executive Engineer / Nodal Officer
MSEDCL, Amravati Urban Division,
Amravati.

Appearances:-

Complainant Representative:- Shri. Manohar S. Shirsat

Respondent Representative:- Shri A.R. Alegaonkar, Add.Executive
Engineer, Urban –III Sub –Division ,
Amravati

Being aggrieved by the non resolution of complaint, applicant Shri Manohar Shirsat (Consumer number :- 366471151275) approached the Forum for redressal of the complaint on date 26.06.18 and filed the complaint as Case No 21/2018.

The complainant submits his grievance as under :

- 1) The complainant is a consumer of N.A.MSEDCL with LT residential supply to his premise at B-2 , Unique Tower , Saturna, Badnera Road, Amravati. (Consumer No : 366471151275).
- 2) The applicant complainant received the energy bill for the month of May-18 of units 594 showing current units as 162 units and adjustment units as 432 units which was wrong and not as per the actual consumption of units and hence it was represented to the N.A. MSEDCL, by the complaint on 30.05.2018.
- 3) The complainant has contended that the energy bill for the months January 18 - 35 units , February 18 – 0 units and March 18 – 0 units were raised against the connection at his premise at B-2 , Unique Towers , Saturna.. The energy meter at the premise was replaced on date 13.04.18 and subsequently for the month April 18 it was charged for 167 units – Rs 1180/-, with assessed units as 432.
- 4) The complainant invited attention of the Forum towards the calculation of average of 12 months which as per the complainant should have been not more than 95 units considering the consumption of previous twelve months i.e prior to February 18. This argument was agreed to by the N.A.MSEDCL.

Prayer of the Complainant :

- 1) To withdraw the adjustment units 432.
- 2) To issue correct bill.

Reply of the NA MSEDCL filed before the Forum :

- 1) The Complainant's complaint for single phase connection, consumer no 366471151275 is received to the N.A. MSEDCL office on date 04.07.2018. The existing meter of the said consumer, meter sr no 1312917 was replaced on date 13.04.18 due to no display. As the said meter was faulty since January 18 the bills issued to the complainant for the month January 18 - 35 units , February 18 – 0 units and March 18 – 0 units.
- 2) The existing meter sr no 1312917 had stopped recording the consumption since January 18 and hence three months adjustment of 432 units was charged in the

bill for the month April 18 on the basis of the complainant's connected load and as per provision of MERC (Electricity Supply Code and Other Conditions of Supply) Regulations 2005, clause 15.4.1.

“ Provided further that , in case the meter has stopped recording, the consumer will be billed for the period for which the meter has stopped recording, up to the maximum period of three months, based on the average metered consumption for twelve months immediately preceding the three months prior to the month in which the billing is contemplated”.

- 3) On receipt of the complainant's complaint the bill of the complainant was revised to 247 units, for the months Jan-18 to Mar 18 on the basis of the actual consumption recorded by the meter replaced on date 13.04.18 and hence a credit of Rs 2670.71/- will be given to the complainant in the next bill.

Submission during the hearing

By Applicant

NIL

By Non-Applicant

NIL

Having heard both the parties and examining record placed before this forum , the Forum holds the following opinion.

- 1) The method used by N.A. MSEDCL for calculating average consumption on the basis of connected load is not proper as per MERC Regulations 2005, clause 15.4.1. The Forum feels that the average worked out from consumption record of preceding 12 months is 95 units which has been agreed by both the parties.
- 2) The Forum also feels that the claim of N.A.MSEDCL that the meter had stopped functioning from January 18 till March 18 does not hold substance as there is consumption of 35 units recorded for the month of Jan 18 by the meter as seen in corresponding CPL. Thus there is no evidence that the meter had stopped in Jan 18. No record has been produced by N.A.MSEDCL to support their claim.

Thus the meter can only be considered stopped for two months i.e February 18 & March 18. Hence the Forum is inclined to consider adjustment only for two months at average consumption of 95 units per month.

With above observations, the Forum unanimously passes the following order.

ORDER

- 1) The complaint no 21/2018 dated 26.06.18 is allowed.
- 2) The N.A.MSEDCL is directed to revise the bill of May 18 of consumer no 366471151275 on the basis of average consumption of 95 units per month charged for two months namely February 18 & March 18 and the excess amount if any , should be given credit for the forthcoming bills.
- 3) The N.A. MSEDCL is directed to submit the compliance report of this order within one month from the date of issue of this order.

The order is issued under the seal of Consumer Grievance Redressal Forum M.S.E.D.C. Ltd Amravati Zone , Amravati

Sd /-	Sd /-	Sd /-
M.H.Ade Member Secretary	(Smt. S.P.Joshi) Member (CPO)	(Dr.V.N.Bapat) Chairman

Contact details of Electricity Ombudsman appointed under regulation 10 of MERC (CGRF & EO) REGULATIONS 2006:

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