

**BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD.**

**Case No. CGRF/AZ/AUC/704/2018/44
Registration No. 2018110046**

Date of Admission : 13.11.2018

Date of Decision : 05.02.2019

Shri Moreshwar Ramchandra Kulkarni : COMPLAINANT
Ramanand Housing Bldg. No. 8,
Kranti Chowk,
Aurangabad 431 001.
(Consumer No. 490010128207)

VERSUS

Maharashtra State Electricity Dist. Co. Ltd., : RESPONDENT
through it's Nodal Officer, EE(Admn),
Urban Circle, Aurangabad.
The Addl. Executive Engineer,
Kranti Chowk, Sub Division, Aurangabad

For Consumer : Shri B.Y. Somwanshi,
For Licensee : Shri P.W. Kshirsagar,
Addl. EE, Kranti Chowk SDn

CORAM

Smt. Shobha B. Varma, Chairperson
Shri Laxman M. Kakade, Tech. Member/Secretary
Shri Vilaschandra S. Kabra Member.

CONSUMER GRIEVANCE REDRESSAL DECISION

1) The applicant Shri Moreshwar Ramchandra Kulkarni, Ramanand Housing Bldg. No. 8, Kranti Chowk, Aurangabad is a consumer of Mahavitaran having Consumer No. 490010128207. The applicant has filed a complaint against the respondent Maharashtra State Electricity Distribution Company Limited through the Executive Engineer i.e. Nodal Officer, MSEDCL, Urban Circle, Aurangabad under Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulation 2006 in Annexure (A) on 13.11.2018.

BRIEF HISTORY & FACTS RELATING TO THE GRIEVANCE:

2) The complainant has submitted application on dtd 21.09.2018 to Assistant Engineer, Kranti Chowk Section and stated that meter is suddenly became fast and due to this he received wrong bill in month of September 2018. He requested to replace the meter and revise the bill.

3) As the complaint was not resolved, after 60 days from intimation, he has filed complaint to this Forum on dtd 13.11.2018. Copy of bill for the month of September 2018, showing previous reading as 3024 KWH and current reading 7124 KWH, thus 4100 units amounting Rs. 54,998/- and period of bill is for 3 months.

4) Respondent Additional Executive Engineer, Kranti Chowk Sub Division has filed say on 03.12.2018 (Page No. 10) and stated that Testing Unit has tested the consumer meter Sr. No. 7698039 make Genus and testing report of that meter is found 89.83 % slow. On the basis of his report consumer would have been liable to charge additional energy bill, but in same testing report mentioned to refer the meter to TQA lab, Aurangabad for detail analysis, hence meter is sent to TQA Lab for further analysis on 30.11.2018. ka

5) The respondent representative has submitted additional say on dtd. 26.12.2018 and stated that meter Sr. No. 7698039 is again tested at Rural Testing Division and found 90.11% slow. The testing report is at Page No. 14. Accordingly meter is sent to manufacturer. Respondent Representative has submitted additional say on dtd. 29.01.2019 and submitted that meter analysis report from manufacturer M/s. Genus Power Infrastructures Ltd. is received on 11.01.2019. It is produced on record at Page No. 25. In this report, it is reported as follows :-

“On analysis, it was observed that data in the memory got corrupted due to component failure. The meter becomes faulty due to internal component failure.”

6) We have gone through the pleadings, say & all documents placed on record by both the parties. We have heard arguments advanced by both the parties i.e. Complainant’s Representative Shri B. Y. Somwanshi and Respondent’s Representative Shri P. W. Kshirsagar, Additional Executive Engineer, Kranti Chowk Sub Division. Following points arise for our determination & its findings are recorded for the reasons to follow :-

Sr. No.	POINTS	FINDINGS
1)	Whether bill in the month of September 2018 of 54998 units requires to be revised ?	Yes
2)	What order?	As per final order

REASONS

7) **Point No. 1 :-** Bill issued in the month of September 2018 to complainant for 4100 units with meter Sr. No. 7698039, make Genus. Previous reading is 3024 KWH and current reading is 7124 KWH. Bill was issued for three months.

Consumer has submitted complaint on 21.09.2018 stating that meter is suddenly became fast and he has received wrong bill.

8) The meter Sr. No. 7698039 make genus is tested at testing unit office of respondent and report dtd. 01.11.2018 (Page No. 12) shows that, it is 89.83% slow. In same testing report it is mentioned to refer the meter to TQA Lab for detail analysis.

9) Again said meter is tested at Executive Engineer, Rural Testing Division. Testing report of dtd 13.12.2018 shows that meter found 90.11 % slow. It was recommended in the report that the meter be sent for Testing from manufacturer. We have also directed to test meter from manufacture for detail analysis. Accordingly meter was sent & it is tested at manufacturer. The report is received on dtd 11.01.2019, it discloses that “on analysis, it was observed that data in the memory got corrupted due to component failure. Meter became faulty due to internal component failure.”

10) Shri Kshirsagar, Additional EE, Kranti Chowk Sub Division for the Respondent has submitted that, considering the warning appearing on the meter that, if any tampering attempt is committed in respect of meter, then it will note fast reading & therefore, it is his submission that, there is possibility of using any external source by the consumer for tampering. It is important to note that report of manufacturer does not show any thing about just tampering. Fact remains that, there is no evidence at all submitted by Respondent in this respect as such, we have no hesitation in accepting the meter testing report submitted by manufacturer.

11) Considering the report of manufacturer, it is clear that meter is declared faulty by manufacturer. Also units recorded in the month of September 2018 i.e. 4100 units for 3 months is very high comparing to previous one year trend of

consumption, from month of June 2017 highest units recorded in the month of March 2018 – 225 KWH & June 2018 – 231 KWH.

12) Hence considering the report of manufacturer, it is clear that, the bill for disputed month September 2018 as it is issued for three months July 2018 to September 2018 is received of faulty meter & hence needs to be revised as per conditions of supply 21.7 correctness of meter & billing in faulty meter. “Metered consumption for twelve months immediately preceding the three months prior to the month in which bill is contemplated i.e. July 2017 to May 2018.”

$$(207+149+155+196+160+182+160+144+109+225+190+162) = 2039/12 \\ =170 \text{ Units.}$$

13) For July 2018 to September 2018 on monthly consumption i.e. 170 units basis, considering aforesaid discussion, we answer point No. 1 in the affirmative.

14) We allow the complainant & proceed to pass following order in reply to point No. 2.

ORDER

Application is allowed in following terms :

- 1) Respondent is hereby directed to revise bill of the complainant for period of July 2018 to September 2018 as per average proposed in conditions of supply 21.7 (period is June 2017 to May 2018 i.e. 170 units /month).
- 2) No order to cost.
- 3) Compliance be reported within 30 days from the date of receipt of the order.

Sd/-
Shobha B. Varma
Chairperson

Sd/-
Laxman M. Kakade
Member / Secretary

Sd/
Vilaschandra S.Kabra
Member