

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

**Case No. CGRF/AZ/AUC/720/2019/05  
Registration No. 2019010088**

Date of Admission : 22.01.2019  
Date of Decision : 07.05.2019

Smt.Shaha Fatemabee Rashid Shaha, : COMPLAINANT  
Plot No.82 Misarwadi, Harsool,  
Aurangabad  
(Consumer No. 490011621853 )

**VERSUS**

Maharashtra State Electricity Dist. Co. Ltd., : RESPONDENT  
through it's Nodal Officer, EE(Admn),  
Urban Circle, Aurangabad.

The Addl. Executive Engineer,  
Chikalthana, Sub Division, Aurangabad

For Consumer : Shri. Usman Shah Ibrahim Shah ,Anvikar  
For Licensee : Shri. C.N. Mohadikar  
Addl. EE, Chikalthana Sub-Dn.

**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 Smt.Shaha Fatemabee Rashid Shaha, Plot No.82 Misarwadi, Harsool, Aurangabad is a consumer of Mahavitaran having Consumer No. 490011621853. The applicant has filed a complaint against the respondent 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 22.01.2019.
- 2) The complainant has submitted that, in January 2018, he has received etc. bill of 20299 units, which is not just & correct. Previously on 03.04.2014, complaint was lodged against average bill, but it was not decided.
- 3) That, the complainant has paid bill up to January 2018.
- 4) Complaint was lodged by the complaint on dt. 03.04.2014, 06.03.2018, 11.06.2018 & 07.08.2018. It is alleged that IGRC has not properly hold inquiry.
- 5) The Respondent has submitted say (P.No.26) & raised following contentions:-

The residential electric connection was released to the complainant on 02.08.2003. Since June 2011 up to December 2017, average bill of faulty meter status was issued to the consumer. In January 2018 previous reading 2082 KWH and Current reading 22381 KWH = Total 20299 units bill was issued to the consumer. Thereafter, considering previous reading of 1869 KWH from June 2011 to current reading 22381 in January 2018 i.e. total 20512 units were divided in to 80 months i.e. 256 units/month. In the month of March 2018, bill amount of Rs.

1,70,069.60 Ps. was deducted & DPC Rs. 3237.40 Ps. & interest Rs. 1666.00 was also deducted in B-80.

6) On meter testing in the Lab, it is reported that meters neutral CT PCB connection was short. Hence, it is requested to dismiss the complaint.

7) In the rejoinder (P.No.27,28) dt. 26.02.2019, (P.No.27) the petition has raised following points:

The B-80 dt.12.02.2019 is not admitted. No proper corrections are made there in Rs.1410 P.M. bill is not acceptable up to 10.01.2018 bills are paid, division of bill unit is not proper & acceptable. The residential house of consumer is made of mud & tins. Consisting of two rooms & one kitchen. There are three lights, two fans in the house & they are used as per requirement, so division of units is incorrect & not admitted. The bill from July to October-2018 is proper & paid.

8) The meter testing report is not communicated to the complainant. While removing meter, information was not provided to the consumer. Considering these circumstances B-80 may be rejected.

9) We have gone through the application, say and all documents placed on record by both the parties. We have heard arguments advanced by both the parties i.e. complaint representative Shri. Usman Shah Ibrahim Shah Anvikar and Respondent's representative Shri. Mohadikar C.N., Additional Executive Engineer, chikalthana Subdivision.

Following points arise for our determination & its findings are recorded for the reasons to follow.:-

Sr. No.	POINTS	FINDINGS
1)	Whether bill issued in the month Jan 2018 of 20299 units require to be set side.	Yes
2)	Whether order passed by IGRC is just, legal and proper?	No.
3)	What order?	As per final order

10) **Point No. 1 :-** LT residential connection has been released to the consumer Shaha Fatemabee Rashid Shaha on Dt. 02.08.2003 with consumer No.490011621853. The consumer had issued bill of 20299 units (CPL Page No.43) in the month of Jan 2018 showing previous reading as 2082 KWH and current reading 22381 KWH and bill was issued for previous 12 months. Meter Sr.No. is 04112948 & meter status normal. From December 2012 to January. 2016 bill issued with meter status faulty and same meter No. 04112948 except in December 2016 meter was shown normal status.

11) The consumer has filed complaint on Dt.13.04.2014 at Chikalhana Subdivision regarding wrong average bills and meter has faulty display.

12) The consumer again filed complaint on Dt.06.03.2018 and said that his meter is not showing reading and received wrong bill in the month January 2018 at Chikalhana Subdivision. Consumer has again filed complaint on Dt. 11.06.2018 for correction of energy bill of January 2018 for 20299 units at Chikalhana Subdivision. Consumer again filed complaint on Dt.07.08.2018 & 14.08.2018 at Chikalhana Subdivision and said that meter display is faulty and has received wrong bill.

13) CPL (page No.42) shows that meter is replaced in the month July 2018 with Sr.No.74897208.

14) Respondent submitted Spot inspection report Dt. 14.02.2018 (Page 61) of meter Sr.No.04112948 with reading 22381 KWH and Remark "wrong reading".

15) Respondent also submitted meter testing report of meter Sr.No.04112948 Dt. 04.08.2018 (Page 64) showing error " No pulse " further remark as "सदरील मिटरची उघडून तपासणी केली असता असे निदर्शनास आले की, मिटरच्या न्युट्रल सिटीचे पिसीबी वरील दोन्ही कनेक्शन शॉर्ट आढळून आले. " तसेच ग्राहक प्रतिनिधी यांनी सही करण्यास नकार दिला.

16) Respondent has taken (-B80) in month February 2018 and total 20512 units, previous reading 1869 KWH and current reading 22381 KWH and units are distributed for 80 months i.e. From June 2011 to January 2018.

17) Respondent carried out spot inspection report of new meter Sr.No.74897208 on Dt. 01.08.2018. It shows current reading 0175 KWH and connected load is Fan-2 Nos. , Light -4 Nos., TV-1 and water pump-1.

18) IGRC Aurangabad Urban Circle passed order on Dt.19.12.2018. It is reproduced as

- 1) " ग्राहकास देण्यात आलेले देयक हे मीटर रिडींगप्रमाणे व विभागून देण्यात आल्याने योग्य आहे"
- .2) ग्राहकाचे मीटर हे सहा महिने शाखा कार्यालयात पडून होते. त्यांनतर ते Test झाले. या दरम्यान ते अयोग्य हाताळणीमुळे अहवाल मिळू शकला नाही, परंतु जानेवारी २०१८ मध्ये सहाय्यक अभियंता यांनी मीटर तपासले असता योग्य असल्यामुळे परत Test अहवाल न आल्याने फरक पडणार नाही.

3) ग्राहकाचे रिडींग Jump झाले असे कळविले, परंतु त्यासाठी आगोदरच्या चार वर्षातील रिडींगची नोंद नसल्याने ग्राहक धरता येणार नाही.

19) From above, it is seen that IRGC relied on Testing of meter by Assistant Engineer in month January 2018. But Spot Inspection (page 62) shows that Assistant Engineer has carried out only spot inspection report showing meter reading 22381 KW and also discloses remark that 'wrong reading.' IGRC its order observed that due to wrong handling meter testing report was not obtained but meter testing report on (page No.64) shows error as No pulse on meter and meter Neutral CT connections on PCB are short.

20) Considering above facts, as meter is found faulty as no pulse on display in testing report, reading on meter in month January 2018 cannot be accepted.

21) Also Respondent (- B80) based on reading bifurcation in last 80 months i.e. June 2011 to January 2018 is also not accepted as CPL shows meter Sr.No.04112948 is faulty status from December 2012 to January 2016 except in the month December 2016 only meter shows normal status. Only in one month how same meter was normal is also not explained by the Respondent.

22) Hence, bill issued in month of January 2018 of 20299 units is not and just & correct & not acceptable, hence requires to be set aside.

23) As meter is faulty since long time i.e. December 2012, hence previous normal trend of above meter is not available & new meter Sr.No. 74897208 is replaced in the month July 2018 and higher consumption recorded 98 units in August 2018 hence, January 2018 bill be revised with monthly consumption of 98 units . We answer point -1 in the affirmative.

24) **Point No. 2 :-** While passing order IGRC has not considered meter Sr.No.04112948 testing report , CPL shows faulty meter status from December 2012 to January 2016 and not confirmed unit bifurcation of January 2018 for

previous 80 month i.e. from June 2011 to January 2018 hence, IGRC order is not legal & proper. Hence, point No.2 answered in the negative.

25) Considering aforesaid discussion; we proceed to pass following order in reply to point 3.

### **ORDER**

- 1) Complaint is hereby allowed in the following terms:-
- 2) The order passed by IGRC in case No. अअ/औ.श.मं./तांत्रिक/४१८२ दि.१९.१२.२०१८ is hereby set aside & quashed & in its place following order is substituted.
- 3) The disputed bill of January 2018 of complaint be revised & now it be issued as per meter No. 47897208 trend of consumption i.e. 98 units/month.
- 4) Interest & DPC be waived off on disputed bill.
- 5) No order to cost, report compliance within 30 days from Date of receipt of order.

Sd/-  
Shobha B. Varma  
Chairperson

Sd/-  
Laxman M. Kakade  
Member / Secretary

Sd/-  
Vilaschandra S.Kabra  
Member