

CONSUMER GRIEVANCE REDRESSAL FORUM,
AKOLA ZONE, AKOLA.

"Vidyut Bhavan" Ratanlal Plot ,Akola. Tel No 0724.2434475

ORDER

Dt:- 03.06.2019

Complaint No :- 17/2019 Dated 03.04.2019

In the matter of billing complaint, testing of meter and correction of bill.

Quorum

Dr.V.N.Bapat- Chairman

Shri.D.M.Deshpande, Member (CPO)

Shri. R.A.Ramteke, Member – Secretary

1. Shri Dhanraj Ramchandra Khirade :- Complainant
Flat No. 201 Gokuldharm Apartment,
Near LIC Office Ramnagar Akola 444001
Consumer no. LTI -310074624951

.....Vrs.....

Executive Engineer, :- Respondent
MSEDCL, O. & M.
Urban Division Akola.

Appearances

1. Shri. Dhanraj R. Khirade - Representative for Complainant
2. Shri. P. R. Dani - Executive Engineer, MSEDCL,
O. & M. Dn. Akola Urban.

Complainant Submits his Grievance as under

1. On being aggrieved by the decision of IGRC Akola issued vide IGRC/Akola/4862 dated 10.12.2018 the complainant Shri D. R. Khirade approached this Forum on 03-04-2019 under section 6.4 of MERC CGRF and OMBUDSMAN regulation 2006 for resolving the grievance.

2. He is a residential consumer of NA MSEDCL from 03.02.2016.
3. The grievance of change of meter and correction in energy bill due to heavy bills was lodged with NA MSEDCL on 31 May 2018.
4. Complaint dated 01.08.2018 mentioning illegal recovery of Rs. 100000/- in theft case by NA MSEDCL in sept 2017.
5. Despite of reminders dated 20.11.2018, 22.11.2018 and 27.12.2018, NA MSEDCL did not give any response.
6. Grievance was registered with IGRC Akola on 10.10.2018.
7. Request to change the meter was again submitted to N.A. M.S.E.D.C.L on 06.03.2019 but the grievance is not resolved.

Prayer by the Complainant

1. To refund the penalty recovered as theft Rs. 100000/- in sep 2017.
2. To revise the bills from 31.05.2018 as fast.

Non-Applicant Submits Reply as under

1. NA MSEDCL submitted reply belatedly on 23.04.2019.
2. The grievance of theft under section 135 is not within the purview of Forum and should not be entertained. Requested Forum to disallow the grievance about theft of energy.
3. The meter was replaced on 16.10.2017 and complainant has paid energy bills up to Feb 2018.
4. On receiving complaint about meter, the same was checked at spot on 28.02.2018 by Accucheck and was found to be correct and the complaint is disposed off.
5. As complainant insisted for replacement of meter again, it was replaced on 28.05.2018.
6. Complaint was again received from complainant regarding the meter which was tested at spot on 09.08.2018 and found to be correct.
7. As complainant was not satisfied with the remedy provided by NA MSEDCL, the check meter was installed on 25.01.2019 at the spot and result found to be correct and identical with check meter.
8. According to NA MSEDCL as complainant was not satisfied with the remedy provided by MSEDCL and insisted for replacement of meter the quotation towards meter testing charges was issued and paid by complainant on 08.03.2019 and new meter installed on 09.03.2019 which is working error free.

Prayer by NA MSEDCL

1. To dismiss the complaint.

The Forum observes as under

After examining facts in the present case, the Forum opines as under-

1. As far as the recovery made by MSEDCL under energy theft case and the same has been compounded and paid up by the complainant, under Regulation 6.8b of the CGRF & OMBUDSMAN Regulations 2006, this matter is out of the jurisdiction of this Forum and the Complainant's prayer in this behalf is disposed off without any order.
2. As the NA MSEDCL have collected testing charges for the energy meter installed at the premises of the complainant, The Forum feels that a third party test at NABL accredited laboratory need to be carried out by the NA. The matter can be decided only upon the availability of such Test Report.

With these observations, the Forum proceeds to pass following unanimous order.

ORDER

1. That the Complaint No. 17/2019 Dated 03/04/2019 is hereby partly allowed.
2. That NA MSEDCL is directed to carry out the third party test of the meter of the said complainant at NABL Accredited laboratory.
3. That NA MSEDCL is directed to issue revised bill to the complainant based on the outcome of the meter test at NABL accredited laboratory, in accordance with the pertinent MERC regulations in this behalf.
4. That NA MSEDCL is directed to submit compliance report to this Forum within one month of this order.

S/d/-
Member Secretary

S/d/-
Member (CPO)

S/d/-
Chairman

Contact details of Electricity Ombudsman appointed by
MERC (CGRF & EO) Regulations 2006 under Regulation 10:

THE ELECTRICITY OMBUDSMAN,
Office of Electricity Ombudsman (Nagpur)
Plot No.12, Shrikrupa, Vijaynagar,
Chhaoni,Nagpur-440 013.Phone:- 0712-2596670

No. CGRF/AKZ/Akola/121

Dt:- 03.06.2019

To,
The Nodal Officer
Executive Engineer,
MSEDCL, O. & M.
Urban Division Akola.

The order passed on **03/06/2019** in the Complaint No. **17/2019** is
enclosed herewith for further compliance and necessary action.

Secretary,
Consumer Grievance Redressal Forum,
MSEDCL, Akola Zone, Akola.

Copy s.w.r. to :-

- 1) Chief Engineer, MSEDCL, Akola Zone, Akola.
- 2) Superintending Engineer MSEDCL, O. & M. Circle, Akola.

Copy to :-

- 1) Shri Dhanraj Ramchandra Khirade, Flat No. 201, Gokuldham Apartment,
Near LIC Office Ramnagar Akola-444001.