

**Maharashtra State Electricity Distribution Co. Ltd.'s
Consumer Grievances Redressal Forum
Nagpur Zone, Nagpur**

Case No. CGRF(NZ)/11/2019

Applicant : Shri D. D. Kale,
At – Manegaon, Post – Bhansali(Takli),
Taluka - Saoner,
Dist. - Nagpur.

Non-applicant : Nodal Officer,
The Executive Engineer,
O&M Dn., Saoner, M.S.E.D.C.L.,
Saoner.

Applicant represented by : In person.

Non-applicant represented by: 1) Shri K.N. Bhasme, Exe.Engr.,
2) Shri S.K. Darwade, Dy.Manager.

Quorum Present : 1) Shri Arvind Jayram Rohee,
Chairperson.
2) Mrs. V.N.Parihar,
Member Secretary
3) Mrs. Asmita Avinash Prabhune,
Member(CPO)

ORDER PASSED ON 31.05.2019

1) The applicant filed present grievance application before this Forum on 04.02.2019 under clause 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievances Redressal Forum & Electricity Ombudsman) Regulations 2006.

2) Non applicant denied applicant's claim by filing reply dt. 19.03.2019.

3) Applicant is present in person & Non applicant is represented by Shri Kuldeepak Bhasme, E.E. Saoner Dn. along with Shri S.K. Darwade Dy.Manager Saoner Dn. MSEDCL were present. Forum heard arguments of both the sides & perused record carefully.

4) Applicant Shri D.D. Kale having residential consumer No. 419590169383 submitted his grievance application for excessive units charged to him in the month of Oct. 2018 & Nov. 2018. Hence asked for revision of said energy bills issued to him & grant compensation of Rs.20000/- for mental harassment.

5) Non applicant denied applicant's claim by filing reply dated 19-03-2019 & stated that applicant received excessive bill in the month of Oct. 2018 & Nov. 2018 of 1970 Units & 709 Units amounting to Rs.28185/- & Rs.8651/- respectively. Complaint made at MSEDCL Saoner S.Dn. office for correction in bills. Accordingly bills were revised & issued to him, but applicant did not agree with the revised bills. Hence he approached Forum feeling aggrieved by the IGRC order passed on 28.1.2019 in case No. 79/2018-19. Hence this grievance.

6) During pendency of this case applicant received disconnection notice since he did not pay arrears from Dec.2018. It is a matter of record that this forum had passed interim order dt. 06.03.2019 & directed MSEDCL not to take any steps to disconnect

the electric supply of applicant's premises. It is also matter of record that applicant credited Rs.10000/- on 26.11.2018 with the N.A. Since then he did not pay bills.

7) As per CPL & calculation sheet, it is revealed that since April 2018 to June 2018 reading was as per meter reading. In July 2018 to Aug. 2018 bill was issued on average basis with RNT status for 70 units per month (i.e. 140 units for 2 months). In Sept. 2018 – average bill was issued with faulty meter status for 210 units & average bill for July 2018 & August 2018 for RMT status locked credit adjusted in Sept.2018 & Rs.705/95 credited in Sept. 2018.

8) In Oct. 2018 bill was issued as per meter reading 6026 – 4056 = 1970 Units for four months from July 2018 to Oct. 2018 adjusted. In Nov. 2018 again average bill was issued with faulty status for 709 units. But it is not correct since 6133 – 6026 = 107 units should have been charged. All these adjustment done & credit for Rs.16645.45 is given in Jan. 2019.

9) But applicant is not satisfied with this revised bill. Accordingly applicants meter was tested by accuchek machine & meter shows + 1.09% accuracy i.e. meter is OK within the permissible limit of error. Since the applicant was not satisfied with this report, again meter was tested in MSEDCL lab & found OK.

10) However important question arose for our determination is whether the meter reader took proper meter reading. Hence N.A. was asked to produce soft copy of photo meter reading vide order dt.03.05.2019 for verification of CPL & meter testing report on the next hearing i.e. on or before 28.05.2019. But non applicant till 28.05.2019 (final dt. of hearing) could not produce soft copy of photo meter reading for non availability of data being centralized billing. This has raised suspicion on working of Non applicant which deserves to be condemned.

11) We have carefully perused consumption trend of the applicant. Record shows that in few months very less consumption is shown. Meter reader might have taken wrong reading. This practice is not proper. After all electricity consumption depends on use & utilization of electrical equipments. As the meter of applicant is tested twice & found OK, and NA revised bills of applicant & adjusted in Jan.2019 and credit for Rs.16645.45 given in his energy bill in Jan 2019, no much relief can be granted to applicant. Hence we find no force in the grievance application & it deserves to be dismissed.

12) Hence the following order.

ORDER

- 1) Grievance application is dismissed.
- 2) No order as to costs.

Sd/-
(Mrs. Asmita A. Prabhune)
MEMBER(CPO)

Sd/-
(Mrs. V.N.Parihar)
MEMBER SECRETARY

Sd/-
(Arvind J. Rohee)
CHAIRPERSON