

CONSUMER GRIEVANCE REDRESSAL FORUM
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD.
NASHIK ZONE
(Established under the section 42 (5) of the Electricity Act, 2003)

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Consumer Grievance Redressal Forum
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No. / CGRF /Nashik/NUC/N.U.Dn.1/748/01/2019-20/
(BY R.P.A.D.)

Date:

In the matter of excess billing.

Date of Submission of the case : 01/04/2019

Date of Decision : 14/06/2019

To.

Shri. Charudatta Madhukar Deo,
H.No. 2106, Naav Darvaja,
Devpada, Nashik 422001
(Consumer No. 049012236491)

Complainant

1. Nodal Officer ,
Maharashtra State Electricity Distribution Com. Ltd.,
Urban Circle office, Shingada Talav,
Nashik
2. Executive Engineer (U-1)
Maharashtra State Electricity Distribution Com. Ltd.
Kharbanda Park Nashik .

Distribution Company
(Respondent)

DECISION

Shri. Charudatta Madhukar Deo is the Residential consumer of the Maharashtra State Electricity Distribution Company Ltd. (hereafter referred as the Respondent). The Complainant has submitted grievance against MSEDCL for Excess billing . The Complainant filed a complaint regarding this with the Internal Grievance Redressal Committee of the Maharashtra State Electricity Distribution Company Ltd. Ltd. But not satisfied with the decision of the IGRC , the consumer has submitted a representation to the Consumer Grievance Redressal Forum in Schedule "A". The representation is registered at Serial No.34 of 2019 on 01 /04/2019.

The Forum in its meeting on 03/04/2019, decided to admit this case for hearing on 26/04/2019 at 12.00 Pm in the office of the forum . A notice dated 03/04/2019 to that effect was sent to the appellant and the concerned officers of the Distribution Company. A copy of the grievance was also forwarded with this notice to the Nodal Officer, MSEDCL, Urban Circle Office Nashik for submitting para-wise comments to the Forum on the grievance within 15 days under intimation to the consumer.

Smt. P.V. Bankar , Nodal Officer/Ex. Engr. , Addl. Executive Engineer Shri. N.P. Ghumare , represented the Distribution Company during the hearing. Shri .Charudatta M. Deo , Shri Rahul D. Patil appeared on behalf of the consumer.

Consumers Representation in brief :

- Ekh , d i tekf.kd djnrk o oht xkgd vkgš eyk ; s kkjs ; kx; i R; d oht fcy eh fu; feri .k Hkjhr vkgš
- 1- ijarq eyk 049012236491 ; k xkgd dækd kps ekgs tkuokjh 2017 rs tpu 2017 ehVj fjMhæ u ?krk vnkts fcys fnys rs eh Hkjys %gDd jk[kpu½
 - 2- R; kurj eyk ekgs tgyS 2017 e/; s , dne vnkts @ tknk fcy 2329 ; fuVps #- 19]120@& vl s ns ; kr vkys o rs Rojhr Hkj. ; kl l kixrys
 - 3- ek>k fotpk njegk okij fu; fer vl pu rks l jkl jh #- 150@& rs 175@& vl k vl rkuk , dne 100 iV oht fcy eyk ekU; u0grs eh rdkj dsh-
 - 4- ekÖ; k rdkjhoj oht vf/kdk& kauh eyk ekgs tgyS 2017 ps fcy n#Lr d#u rs #- 11]340@& vl s l qkkjhr fnys o rs Rojhr Hkj ukghrj oht rkkMq v' kh /kedh fnyh-
 - 5- ojhy fcy vnkts@ tknk eyk ekU; u0grs rjh rs rdkj d#u gDd jk[kpu fn- 20@03@2018 jkst h eh ukbyktkus Hkjys o eyk ehVj fjMhæ iæ.k.ks fcy n#Lr d#u |kos gh ekx.kh dsh-
 - 6- R; kurj eh xkgd ipk; rhP; k ekxh' kLukus vk; -th-vkj-l h- ukf' kdjkm ; Fks rdkj dsh o R; kph l puo.kh d#u fn- 31@07@2018 jkst h fu.kz fnyk- ijarq R; kph veyctko.kh vkti ; r ukgh- R; kuq kj fcy n#Lrh ukgh-
 - 7- R; kurj eh vki .kkdMs rdkj dsh o vki .k fn- 03@04@2019 jkst hps i = eyk o dā uhyk fnys
 - 8- l nj i=kryh ijk dā ½½ uq kj vki .k oht forj.k dā uhl vkns k fnys dh] ekÖ; k rdkjhps ys[kh mRrj eyk 15 fnol vxknj |kos o R; kph i kqkp ?kou rs vki .kkd l knj djkos ijarq eyk v|ki gh dkggh ys[kh mRrj oht diahus fnys ukgh Eg.ktp ekÖ; k rdkjhr dā uhs dkggh Eg.k.ks ukgh vl s dk; n; kus l etkos ; kurj fnys mRrj xtg; /k# u; s vk; -th-vkj-l h- us vl s vkns k fnydh] ekÖ; kdMs ehVj dā 61112300914 vl s gkrs o R; koj ekpl 2017 e/; s oht fjMhæ 317 vl s gkrs ijarq oht diahus ekgs ekpl 2017 ikl pu ehVj dækd 77725001117 o R; kps fjMhæ vnkts nk[kou ekgs tgyS 2017 e/; s R; kps fjMhæ 2626 vl s nk[kou R; kps vnkts@vokLro@ [kkv's fcy #- 18450@& ns dsys rs oht dk; nk 2003 l s 57 o Hkj ikbop dk; nk 2014 vuq dā 8¼ Q½ uq kj o ek- l iædkvZ fu.kz uq kj o ifji=d dā 65 fn- 20@10@2007 uq kj cdk; nf'kj vkgš
 - 10- R; kurj eh okjokj mifokkx @ d{k bftfuvj Dykdzyk 100 oGk pdjk ek#u Hkvyks o ek>s fcy n#Lr d#u |k Eg.kpu fourth dsh ijarq v|ki dkggh vuqkk ukgh o ys[kh [kykl kgh ukgh- dkj.k dks kkykp ; kx; dke @ l ok dsh ukgh rj dkgh gskkj ukgh ; kph [kk=h vkgš
 - 11- R; kurj ekgs l IVcj @ vkDVks 2018 e/; s i qgk fcykoj ehVj dā 6111230914 o fjMhæ 669 vl s nk[kou l ekjs 150@& ps fcy fnys

xkgdkP; k ekx.; k %

- 1- eh fcy vnkts @ [kkV@tkLr ; rs Eg.ku iFke rdkj fn- 20@09@2017 yk dsh ijarq vtugh ek>h rdkj dk; n; ku@ l ek/kkudkj di .ks l kmfoyh ukgh Eg.ku , l -vks ih Hkjkbl dk; nk vuq da 4 ¼ d½ o 6 ½¼ud kj rdkj 1 efgu; kr u l kmfoY; kcnny ofoyc 20 efgus ykoyk ¼vtugh foyc pkyq vkg½ Eg.ku ifrekg #- 400@ iæk.ks , dqk #- 8000@ Hkjkbl |koh-
- 2- eyk ekgs vkkLV 2017 rs tyS 2018 i; r [kkV@ vnkts vokLro fcy fnys R; kps fcy #- 20]000@ jnn- djkos ek- l fiæ dkwZ vknk d dā da 2846 vkk 2006 o dā uh ifji=d da 65 fn- 20@1@2017 ud kj l nj fcys jnn- d#u Hkjysys iS s #- 11340@ eyk 0; ktkl g ijr djkos
- 3- eyk ehVj pkyq @ fnl r vl u [kkV@ l jkl jh @ vnkts fcys ekgs tkuokjh 2017 rs vkkVkj 2018 i; r , dqk 22 efgus fnys Eg.ku , l -vksi h-fu; eki æk.ks #- 4400@ Hkjkbl n; koh-
- 4- oht dā uh ifji=d da 50 ud kj vnkts fcykps #- 18000@ ehVj fjMjP; k @ dā uhP; k ¼jMhæ , tUl h½ fcykrū ol y djkos o ek>s [kkR; koj dMhV |kos
- 5- eyk ekufi d =kl >kyk R; kph xkgd l j {k.k dk; n; kuq kj Hkjkbl #- 5000@ o fj {kk] Vk; fi æ] jkst xkj cMyk R; kps #- 3000@ Hkjkbl n; koh-
- 6- eh vki .kkdMs rdkj dsh Eg.ku eyk =kl ns kkj ukgh vl s gehi = oht dā uhdMū ?; kos
- 7- rl p eyk ns Hkjkbl dā uhus iFke |koh o l okPp U; k; ky; dā da 6237 vkk 1990 fu. kē fn- 05@11@1993 ud kj eyk nkki w kZ l ok ns kk& k dkexkj kP; k i xkjkrū di kr djkoh-

Arguments from the Distribution Company.

The Distribution Company submitted a letter dated 25/04/2019 from the Nodal officer, Urban Circle Nashik and other relevant correspondence in this case. The representatives of the Distribution Company stated that:

1. The consumer being billed by Normal status from April 2015 to January 2017 and then RNT status from Feb. 2017 to June. 2017 & with consumption of 2329 units in month of July 2017 with FR- IR (2046-317=2329) difference of 2329 units which was the wrong billing taken by the meter reader of adjacent consumer bearing consumer no 049012236483 & Mtr . serial No. 6111232521. After receipt of SVR from section office the slab benefit effect vide BR ID No. 6882520 dtd. 12/09/2017 was given to the consumer for the Redressal of his complaint.
2. From Aug. 2017 to July 2018 the consumer was billed from 2646 – 2810 units on normal status and in Aug. 2018 billed on RNT status with change in previous reading to 669 units in month of Sept. 2018 billing. From Oct. 2018 till March 2019 the consumer is being billed on Normal Status from 704 units to 795 units and bill is correct for that period.
3. From the CPL from period July 2017 to Aug. 2018 the consumer was billed in wrong fashion by the reading of meter of adjacent consumer No. 049012236483
4. The consumer dispute bearing consumer No. 0490122364891 is resolved by effecting BR ID under ref. no. 10 & 11 & resulted into credit bill of Rs. 11,486.97 after effect of these B80's

and will reflect into consequent billing month.

As per CPL for consumer no. 049012236483 (Shri. Vasant Hari Gorwadkar) attached herewith as per under reference No.6 for period April 2015 to March 2019 following findings are listed as below :

5. The consumer being billed by Normal status from April 2015 to January 2017 and then on meter replacement status in month of Feb. 2017 and the on faulty status for month of march 2017 from reading 1467 to 2335 units . In the month of April 2017 consumers previous reading abruptly change to 387 units and consumer billed on Normal Status upto Aug. 2017 upto reading of 483 units. Then consumer billed on RNT status for the month of Sept. 2017 and for lock status for month of Nov. 17 and Feb. 18 & for normal Status for the month of Oct. 17, Dec. 17, Jan 18 & Mar. 18 & upto reading 582. Unfortunately the consumer was billed for lesser reading 387 to 582 for the month of April 17 to Mar.18 by the reading of meter of adjacent consumer bearing consumer NO. 049012236491. Then in m/o April 2018 consumer billed for 2224 units from 582 units to 2806 units & billed for 87 in month of May 18 from 2893 to 2806 units. From month of June 18 again the consumers billing started from previous reading of 672 units which is the meter reading of adjacent consumer no. 049012236491 till month of March 19 which is RNT status billing for reading 739 units. The following action for correction of bill are initiated as listed below :
 - a) CPL shows that consumer is read on Normal Status and of his own meter reading from April 2015 (reading 1647) to Jan.2017 (reading 2335).
 - b) Wrong billing for period Feb.2017 to Jan 2018 was corrected vide BR ID no. 10195302 dt. 12/12/2018 (through this BRID billing from reading 2335 to 2719 is executed)
 - c) Wrong billing for period Feb. 2018 to May 2018 was corrected vide BR ID no. 8776386 dt.05/07/2018 (through BR ID billing of 90 units is executed which counter parts to billing of 2719 units to 2809 units.)
 - d) Wrong billing for period June 2018 to November 2019 was corrected vide BR ID no. 10195306 dt. 12/04/2019 (through this BR ID billing from reading 2809 to 3001 is executed)
 - e) Wrong billing for period January 2019 to April 2019 will be corrected by feeding new BR ID and B 46 of actual reading of actual meter assigned to consumer is will be set through this proposed BR ID billing from reading 3001 to actual reading on the meter will be executed alongwith setting of B 46.

By carrying out all these activities actual final bill will be issued to the consumer just after the billing of April 19 as Mar. 19 billing is on avg. status and feeding of BR ID is not possible right now.

Thus the bill dispute and wrong billing of both the consumers having consumer no. 049012236491 & 049012236 483 are resolved as per the description given herewith and required disciplinary action for capturing of wrong reading was initiated on meter reading agency and explanation is called from section officer for submission of wrong SVR in confusion of adjacent meters installed.

Hence it is humble request to consider the course of action carried out by billing action of sub division office and in anticipation of avoiding such bill disputes in future.

Action by IGRC :

1. Internal Grievance Redressal Cell Nashik Urban Circle conducted hearing on 15/06/2018 for the complaint submitted on 10/05/2018 .
2. After hearing both the parties IGRC gave decision as per letter dated 31/07/2018 as under .

1- fn- 21@07@2018 P; k d{k vfhk; rk ; kP; k LfGrikl .kh vgo kykuq kj
xkgdkps HPL edps 11232521 ehVj cl oys vkgs o fjMhax 2970 ds
MCY; q , p- vkgs ijr q l h-i h-, y- e/; s oxGk ehVj ua 25001117

- nk[kfoyk vkgs o ekpl 2017 e/; s ehVj cnyY; kps l etrs l /; kps ehVj 11232521 gs fn- 03@07@2018 jksth ehVj VFLVx ; fuVe/; s xtgdkp; k l ekj rikl ys vkgs o ehVj cjkcj vkgs
- 2- xtgdkps oht ns dkojhy ehVj da n#Lr djkok iR; {k fjMhaxiek.ks xtgdkps fotns d ehVj cnyY; kiki u n#Lr djkos o ; k ehVj okijkp; k l jkl jh okijki ek.ks xtgdkps , fiy 2015 ikl u fcy n#Lr djkos
- 3- pphpk ehVj dekad Hkj.kk&; k depk&; koj da uhp; k fu; eki ek.ks dk; bkggh djkoh-
- 4- iR; xl fcy xtgdkyk fjMhaxiek.kp ns ; kr ; kos

Observations by the Forum:

On heard both parties, it came to the notice that, the use of both connection is one and same, from the facts it is observed that meter reader of meter reading agency has take the reading of one connection to the A/C of other connection for billing because of which bill of one connection raised abnormally high & the other went in abnormally credit. But in this case it seems that consumer has raised complaint of only one connection whose bill is raised or issued abnormally high and suppressed the other case, where as he himself is the user of both connections. Actually the consumer would have pointed out this issues of wrong billing due to taking readings to each other wrongly to Dist. Co.

Dist. Co. Representative cleared the above issues during hearing and also cleared that the bills of both consumers No's have been corrected with debit & credit entries to both consumers as per actual readings of both consumers.

So as per wrong bills issued that matter has now been cleared both consumers is praying of S.O.P. compensation which cannot be granted as the consumer himself is also to some what extent responsible for the above suppression by not exploring the facts.

Considering the peculiarly facts we restrain to saddle cost in such circumstances , both parties to bear their own cost of litigation.

After considering the representation submitted by the consumer, comments and arguments by the Distribution Licensee, all other records available, the grievance is decided with the observations and directions as elaborated in the preceding paragraphs and the following order is passed by the Forum for implementation:

ORDER

1. Application rejected.
2. Parties to bare their own cost.
3. Penalty / find be imposed on meter reading agency as per Dist. Companies contract conditions.
4. As per regulation 8.7 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 , order passed or direction issued by the Forum in this order shall be implemented by the Distribution Licensee within one month and the concerned Nodal Officer shall furnish intimation of such compliance to the Forum .
5. As per regulation 22 of the above mentioned regulations , non-compliance of the orders/directions in this order by the Distribution Licensee in any manner whatsoever shall be deemed to be a contravention of the provisions of these Regulations and the Maharashtra Electricity Regulatory Commission can initiate proceedings *suo motu* or on a complaint filed by any person to impose penalty or prosecution proceeding under Sections 142 and 149 of the Electricity Act, 2003.

5. If aggrieved by the non-redressal of his Grievance by the Forum, the Complainant may make a representation to the Electricity Ombudsman, 606, 'KESHAVA', Bandra Kurla Complex, Bandra (East), Mumbai 400 051 within sixty (60) days from the date of this order under regulation 17.2 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006.

(Smt. Vaishali V.Deole)
Member

(Prasad P. Bicchal)
Member Secretary

(Vivekkumar R.Agarwal)
Chairman

Consumer Grievance Redressal Forum Nashik Zone

Copy for information and necessary action to:

- 1 Chief Engineer , Nashik Zone, Maharashtra State Electricity Distribution Company Ltd. , Vidyut Bhavan, Nashik Road 422101 (For Ex. Engr.(Admn)
- 2 Chief Engineer , Nashik Zone, Maharashtra State Electricity Distribution Company Ltd. , Vidyut Bhavan, Nashik Road 422101 (For P.R.O)
- 3 Superintending Engineer, Maharashtra State Electricity Distribution Company Ltd. , Urban Circle office, Nashik .