

2) Complainant's case in brief is that despite online complaint no. 7216848 and 6395375 dated 09/06/2017, 15/09/2017 and 05/10/2017 regarding excessive average bill, the energy bills are not rectified and NA MSEDCL continued billing as per average of 160 KWH and hence complaint was lodged with IGRC dated 06/10/2017 which is registered at S no. 642 dated 10/11/2017 at IGRC Akola. According to complainant IGRC order is not complied and bill is not corrected.

Complainant's Prayer

1. Direct MSEDCL to issue revised bill as per actual reading from April 2017.
2. Direct MSEDCL to waive DPC and interest on average bills.
3. Direct MSEDCL to issue corrected bill as per reading from June 2019.

3) NA MSEDCL did not file any reply on record.

4) Shri. Nilesh H. Jeswani learned representative and Shri. A. D. Uikey, Executive Engineer MSEDCL Akot were present for the hearing held on 12/07/2019. Shri. Nilesh H. Jeswani learned representative for complainant reiterated the grievance on record and brought to the notice of Forum that IGRC Akola order no. 484 dated 30/01/2018 has not been complied and revised bill are issued by NA MSEDCL.

5) Shri. A. D. Uikey, Executive Engineer MSEDCL Akot submitted written note of agreement and brought on record that the energy bill for the period April 2018 to Sept 2018 is revised as per SIR report dated 17/12/2018 and necessary credit of Rs. 18,857.57/- is passed on in the bill for March 2019.

6) Having heard the parties and considering material placed on record Forum is of the view that complaint grievance is for the period April 2017 to 30/11/2017 and IGRC Akola vide order no. 484 dated 30/01/2018 decided the grievance by directing to NA MSEDCL to test the meter along with revision of bill as per testing report which is not complied by NA MSEDCL uptill now. NA MSEDCL filed irrelevant written note of argument on 12/07/2019 and clarified the correction of bill for which there is no grievance on record. Forum have gone through the CPL filed on record from April 2015 to March 2019 and is of the opinion that progressive reading has been recorded by meter as per actual consumption of complainant and meter is checked in the presence of

complainant on 19/12/2017 as per site inspection report at the premises of consumer and found to be in working condition with progressive reading as '9619'. As per provisions of supply code regulation 2005 if complainant is not satisfied with the remedy provided by MSEDCL the meter should be tested in presence of complainant at his cost as per schedule of charges and results should be made applicable for disputed period and IGRC Akola have rightly directed NA MSEDCL to test the meter. Forum do not find any reason to interfere with the order of IGRC Akola issued on 30/01/2018.

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

ORDER

1. That the Complaint No. 32 of 2019 Dated 12/06/2019 is hereby partly allowed.
2. That the NA MSEDCL is directed to test the meter HP-7512407501 in presence of consumer and bills from April 2017 be revised as per testing report till replaced by new meters within 15 days of this order.
3. That the NA MSEDCL is directed to submit a compliance report to this Forum within one month of this order.

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/173

Dt:- 07.08.2019

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

The order passed on **07.08.2019** in the Complaint No. **32 of 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 :-

Shri. Harish G. Jeswani, Shrikrupa Colony, Akola Road Akot 444101.