

CONSUMER GRIEVANCE REDRESSAL FORUM,
AKOLA ZONE, AKOLA.

“Vidyut Bhavan” Ratanlal Plot, Akola. Tel No 0724.2434475

ORDER

Dt. 21.11.2019

Case No. 50 of 2019 Dated 30.09.2019

Grievance pertains to:	Excessive billing and meter replacement.
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Quorum

Dr. Vishram Nilkanth Bapat (Chairman)

Shri. Ajit K. Patil (Member Secretary)

Complainant

Name	Shri. Vijay Narottamdas Sanghani.
Address	At Post Warwat Bakal, Ta- Sangrampur, Distt. Buldana 444202.

Versus

Respondent

Name	Maharashtra State Electricity Distribution Company Limited.
Designation	Executive Engineer.
Division	MSEDCL, O. & M. Division Khamgaon.
Sub-Division	Sangrampur.

Appearances

For Consumer	Shri. Dipak Balkrishna Tade (Representative).
For Respondent	Shri. B. U. Jaybhaye (Executive Engineer Khamgaon Div.).

A. Consumer Details

Name	MSEDCL Office	Consumer No.	Category	Date of Connection
Vijay Narottamdas Sanghani	EE, Khamgaon	290070012608	Residential	08-11-2013

B. IGRC Proceedings

Application Date	Hearing Date	Order Date
07-07-2019	30-07-2019	07-08-2019

C. CGRF Proceedings

Application Date	Date of Serving Notice by CGRF	Due Date of Reply by NA	Date of actual Reply by NA
30-09-2019	03-10-2019	18-10-2019	23-10-2019
Regulation Reference	6.4 of MERC (CGRF & EO) Regulations 2006.		
Date of Hearing Notice	23-10-2019	Date(s) of Hearing	05-11-2019

1. PRIOR SUBMISSION

A. Gist of Applicant's Grievance

Sr. No.	Description	Reference Regulation/ Statute/Record
1	Complainant is residential consumer of MSEDCL since 08-11-2013.	-
2	NA MSEDCL issued excessive energy bill in the month of Sep-17 & April-19.	-
3	Being 'Flash' make meter, it shall be replaced within no time.	-

B. Prayer by Applicant

S.N.	Description
1	Direct MSEDCL to revise the bills.
2	Direct MSEDCL to replace the meter immediately.
2.	Direct MSEDCL to compensate as per SOP.

C. Gist of point-wise Reply filed by N.A. MSEDCL

D. Prayer by NA before the Forum

S. N.	Respondent's Defense	Reference Regulation/Statute/Record
1	The consumer's excessive bill for July-17 is adjusted in Sep-17 itself and he has paid the bill on 05-10-2017.	-
2	Thereafter the consumer is paying regularly bills upto March-19.	-
3	The energy bill of 389 units for April-19 is issued which is bifurcated in 2 months and slab benefit is given owing to the same reading in previous month and credit of Rs. 542.62 is reflected in the bill itself.	-
4	The meters of "Flash" make are being replaced and due to demand-supply gap, priority to abnormally low and high consumption is given.	-
5	The energy bill for April-19 is correct.	-

2. SUBMISSION DURING HEARING

A. Gist of Applicant's submission

Sr. No.	Description	Reference Regulation/Statute/Record
1	Applicant didn't submit any new document but reiterated the grievance of excessive billing and meter replacement.	-

B. Gist of NA's response

S.N.	Description	Reference Regulation/Statute/Record
1	In written reply E.E Khamgaon stated that ... The revision of Sep-17 bill is already done and consumer has paid the same and subsequent bills regularly.	-
2	The energy bill for April-19 is also correct as it reflected two months consumption and slab benefit is given having bifurcated units in 2 months .	-
3	The meter is being replaced immediately.	-

3. OPINION OF THE FORUM

Having heard the parties and considering material placed on record, Forum is of the view that.....

1. Taking correct reading and maintaining meters in working condition is the responsibility of MSEDCL. Being “Flash” make meter, it should have been replaced by NA MSEDCL long ago consequent to their internal communication in this behalf dated **09.03.2016**. EE Khamgaon stated that as per availability, meter replacement is going on. Whatsoever it may be, care should be taken to minimise wrong billing by licensee.
2. The petitioner filed grievance of correctness of bills. During hearing Forum confirmed the month of bill for which revision is expected. The petitioner prayed for revision of April-19 bill in specific.
3. NA MSEDCL clarified the bill is bifurcated for 2 months and the consumption is correct. Forum is of the opinion that the bill for April-19 is correct and there is no injustice to consumer and there is no excessive assessment .
4. Forum directed EE Khamgaon to replace meter within 24 hours and submit compliance.
5. The NA MSEDCL communicated on email that the meter is replaced on 05.11.2019 A.N on the same day on which hearing took place.
6. Forum opines that the grievance of the consumer is resolved as the meter is replaced now.

Considering the above observations, the Forum passes the following unanimous order.

ORDER

1. That the application in case no. 50 of 2019 Dated 30-09-2019 is hereby disposed off.

Sd/-
Member Secretary

Sd/-
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, Shrikripa, Vijai Nagar, Chhaoni,
Nagpur- 440013.

NO.EE/CGRF/AKZ/Akola/250

Dt: 21.11.2019

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

The order passed on **21.11.2019** in the Complaint No.
50 of 2019 is enclosed herewith for further compliance and necessary action.

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

Copy f.w.rs.to:-

1. The Chief Engineer, MSEDCL, Akola Zone, Akola.
2. The Superintending Engineer, MSEDCL, O. & M. Circle Buldana.

Copy to:-

- 1) Shri. Vijay Narottamdas Sanghani, at 959 Warwat Bakal, tq. Sangrampur, distt. Buldana 444202, c/o Shri. Dipak Balkrishana Tade, at post Eklara Banoda, tq. Sangrampur Distt. Buldana 444204.