

conferred on it by Section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, (36/2003). Hereinafter it is referred as 'Regulation'.

This complaint is filed by the consumer Shri. Hari kisan Rajdhan bearing consumer no. 03680000642 bill no. GGN000000072316431 dated 25.06.2018 and (CGS) 00000012071512 dated 24.07.2019 consumer submitted that the earlier bill no. GGN 000000072316431 dated 21.05.2018 also shows 9000 units and amount of Rs. 1,430/-

Consumer submits that the bill is related to boar pump SL-3HP and he used 1 HP submersible pump on it. His both bill shows a current reading 7267 and previous reading 7267. He further submitted that earlier bill no. GGN000000072316431 dated 21.05.2018 also shows 9000 units and amount of Rs. 1,430/-.

He cannot afford to pay such imaginary amount of bills. Still he has paid as a respectable senior citizen of aged about 88 years. Now he requested total review of both the bills and credit him with excess charged.

The respondent utility as filed his reply dated 26.06.2019. The consumer connection no 030680000642 is of Pen Circle Office complaint dated 16.03.2019 and same was forwarded to Khalapur Sub Division office. After verification they found that the consumer has given average bill instead of actual meter reading by the agency. The average given to the consumer is of 9000 units per month from March -2018 to June 2019. The said consumer has given the complaint on dated 12.03.2019. Spot inspection carried out by Dy. Executive Engineer Khalapur Sub Division on dated 21.09.2019 and found that meter is ok and reading is 7971 kwh. The average bill from March 2018 to June 2019 is revised.

We have heard both sides, and gone through evidence of record. It appears that the respondent has submitted to revise the average bill therefore it is proper to correct the bill according to the actual meter reading as meter is 'OK'.

It appears from the letter of Chairman IGRC dated 27.06.2019 it was instructed by repeated letters and reminders to resolve the complaint of this consumer on or before 02.07.2019 and come for hearing on 08.07.2019 at IGRC Pen Circle. But it appears that respondent utility have harassed the consumer like anything. Hence respondent is neglecting the order of the office

of IGRC is nothing but superseding by the subordinates.

Hence, we proceed to pass the following order:

ORDER

1. The application is hereby allowed with cost of Rs.2000 /- to be paid by the utility to the consumer.
2. The respondent is hereby directed to issues the correct bill to the consumer as per actual consumption of electricity without any chargers of fine or penalty etc. immediately.

No order as to the cost.

The Licensee is directed to report the compliance within one month from the date of this order.

I Agree/Disagree

I Agree/Disagree

**MRS. SHARMILA RANADE,
MEMBER
CGRF, BHANDUP**

**Dr. SANTOSHKUMAR JAISWAL
CHAIRPERSON
CGRF, BHANDUP**

**MR. RAVINDRANATH BAGAL
MEMBER SECRETARY
CGRF, BHANDUP**

The order is issued under the seal of Consumer Grievance Redresses Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup.

Note:

- a) The consumer if not satisfied, may file representation against this order before the Hon. Ombudsman within 60 days from the date of this order at the following address. " Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission,606, Keshav Building,Bandra - Kurla Complex, Bandra (E),Mumbai - 400 051"
- b) b) consumer, as per section 142 of the Electricity Act, 2003, can approach Hon'ble Maharashtra electricity Regulatory Commission for non- compliance, part compliance or
- c) Delay in compliance of this decision issued under" Maharashtra Electricity Regulatory Commission (consumer Redressed Forum and Ombudsman) Regulation 2003" at the following address:-

"Maharashtra Electricity Regulatory Commission, 13th floor,world Trade Center, Cuffe Parade, Colaba, Mumbai 05"

- d) It is hereby informed that if you have filed any original documents or important papers you have to take it back after 90 days. Those will not be available after three years as per MERC Regulations and those will be destroyed.

