

## BEFORE THE ELECTRICITY OMBUDSMAN (MUMBAI)

(Appointed by the Maharashtra Electricity Regulatory Commission  
under Section 42(6) of the Electricity Act, 2003)

### REPRESENTATION NO. 108 OF 2024

In the matter of high billing

Yashwant Bhuynallu .....Appellant  
(Cons. No.170213820942)

V/s.

Maharashtra State Electricity Distribution Co. Ltd., Pimpri Dn. (MSEDCL)..... Respondent

Appearances:

Appellant : 1. Yashwant Bhuynallu  
2. Rohit Bhuynallu, Representative

Respondent : 1. Somnath Munde, Executive Engineer, Pimpri Dn.  
2. Divakar Deshmukh, Additional Exe. Engineer, Chinchwad Sub-Dn.

**Coram: Vandana Krishna [I.A.S. (Retd.)]**

Date of hearing: 12<sup>th</sup> July 2024

Date of Order : 18<sup>th</sup> July 2024

### ORDER

This Representation was filed on 3<sup>rd</sup> June 2024 under Regulation 19.1 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations, 2020 (CGRF & EO Regulations 2020) against the order dated 5<sup>th</sup> March 2024 passed by the Consumer Grievance Redressal Forum, Pune (the Forum) in Case No.



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138-2023. The Forum by its order rejected the grievance application of the Appellant on merit. The Appellant paid the required deposit of Rs. 10,000/- on 14<sup>th</sup> June 2024 as per Regulation 19.22(h) of CGRF & EO Regulations 2020. This Representation was registered on 14<sup>th</sup> June 2024.

2. Aggrieved by the order of the Forum, the Appellant has filed this representation. An e-hearing was held on 12<sup>th</sup> July 2024 through video conference. Both the parties were heard at length. The Respondent filed its reply dated 3<sup>rd</sup> July 2024. For easy understanding, the Respondent's submissions and arguments are stated first as below. *[The Electricity Ombudsman's observations and comments are recorded under 'Notes' in brackets where needed.]*

- (i) The Appellant is a single-phase Residential Consumer (No. 170213820942) from 12/12/2000 having sanctioned load of 2 KW at 68/2//6, Shanta Nivas, Sairaj Colony, Tapkir Nagar, Kalewadi, Pune. The normal consumption pattern of the Appellant was found 150 to 250 units per month.
- (ii) The Appellant received a high bill of Rs.19,850/- for 1165 units in Oct. 2023. He filed a complaint of this high bill in Nov. 2023 at the Sub-Dn. office.
- (iii) As per the consumer's application, the meter of Emco Make (Sr. No.09000630795) was tested on 31/10/2023 in the Meter Testing Laboratory of Pimpri Division. The Test Results found the meter in order. The consumer's connected load was found as  
7- LED Lamps, 3-Fans, 1-A.C, 1 -Washing Machine and other electric points.
- (iv) As per the Consumer's Personal Ledger (CPL), the bill issued in Oct. 2023 was as per actual consumption of 1165 (= 36785-35620) units. This matches actual photo readings of the meter. The photos of meter readings are kept on record. The consumer was informed accordingly. All the bills issued were as per the energy consumed by the Appellant and as per the readings recorded on the meter. The meter of the Appellant was again tested on 22/11/2023 in the Meter Testing Laboratory of Pimpri Division in the presence of the Appellant. The Test Results of the meter were again found in order.

  
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- (v) The Appellant filed a grievance application in the Forum on 18/12/2023. The Forum by its Interim Order dated 01/01/2024 allowed payments of only current bills, and by its final order dated 5<sup>th</sup> March 2024 rejected the grievance of the Appellant.
- (vi) There are many factors which may have suddenly increased electricity consumption of the consumer, such as
- Unauthorized extension of load to others,
  - unauthorized tapping,
  - Defective electric wirings / electric gadgets
  - Old and outdated appliances
  - Additional load used for various functions.

A meter is installed for recording accurate consumption. There is no scientific reason or tendency for a meter of a reliable Emco-make to run fast for a specific period of one month and work normally or accurately thereafter.

- (vii) As per Regulation 4.4.1 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 ( Supply Code & SOP Regulations 2021)


*“4.4. Charges for Electricity Supplied*

*4.4.1 The Distribution Licensee is authorized to recover charges for electricity supplied in accordance with such tariffs as may be fixed from time to time by the Commission:”*

- (viii) In view of the above, the Respondent prays that the representation of the Appellant be rejected.

3. The written submissions and arguments of the Appellant are stated as below: -

- (i) The Appellant is a Residential Consumer (No. 170213820942) from 12/12/2000 at the address mentioned in Para 2(i). The Appellant is regular in the payment of electricity bills. The Respondent issued bills correctly up to the month of Jul. 2023. The bills were in the

  
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range of 110 to 220 units per month for the period from April 2020 till date, except Oct. 2023.

(ii) The Appellant suddenly received a bill of Rs. 19,850/- for 1165 units in Oct. 2023. Hence, the Appellant submitted a complaint of high bill in Nov. 2023 at the Respondent's Sub-division office. However, the Respondent repeatedly stated that the meter accuracy was found in order during testing. MSEDCL's investigation primarily relies on the assumption that the electric meter functions correctly.

However, the Appellant questioned whether meter abnormalities could lead to erroneous readings just like the bill of Oct. 2023.


(iii) The Appellant requested to change the existing meter by a digital meter to avoid such instances in future.

(iv) In view of the above, the Appellant prays that the Respondent be directed to withdraw the abnormal bill of Rs. 19,853/- of Oct. 2023, and bill with established average consumption of the previous year.

### **Analysis and Ruling**

4. Heard both the parties and perused the documents on record. The Appellant is a Residential Consumer as mentioned in Para 2 (i). He is regular in payment of electricity bills, which were in the range of 110 – 220 units. However, the Appellant was shocked to see the Oct.2023 bill amounting to Rs.19,853/- (1165 units). The Appellant assumes that the meter, which was installed 20 years ago is not functioning properly, and requested the meter to be changed.

5. The Respondent issued a bill of Rs. 19,850/- for 1165 units in the month of Oct. 2023 as per the actual reading on the meter. The meter No.09000630795 of Emco Make was checked on 31/10/2023 & 21/11/2023 in the Testing Laboratory of Pimpri Division in the presence of the consumer. The Test Results of the meter were found in order. The consumer's connected load was

  
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found as 7- LED Lamps, 3-Fans, 1-A.C, 1 -Washing Machine and other electric points. The consumption pattern of the Appellant as per the CPL is tabulated as below:

Year/ Month	2022-23	2023-24	2024-25
Apr.	154	186	207
May	200	204	217
Jun.	184	218	194
Jul.	122	135	
Aug.	112	142	
Sep.	126	150	
Oct.	131	1165	
Nov.	127	169	
Dec.	119	110	
Jan.	102	80	
Feb.	119	122	
Mar.	143	155	
Total	1639	2836	618
Avg/Mth	137	236	206

6. The Appellant contended that the meter might have recorded abnormal consumption in month of Oct. 2023. He also denied the possibility of unauthorized tapping of power supply at the consumer's end. Even if the assessment is done on the basis of connected load, it will go up to maximum 300 units and not beyond that. The Applicant does not agree with the test results of the meter testing in the Laboratory.

7. On the other hand, the Respondent denied the possibility of jumping of the meter due to unknown reasons and emphasized the possibility of unauthorized tapping of the meter, or defective electric gadgets in the Appellant's premises, which had been attended to in the meantime. The said meter was tested at the meter testing Laboratory on 31/10/2023 & 21/11/2023 and the meter test results were found in order. A meter is installed for recording accurate

  
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consumption. There is no scientific reason or tendency for a meter to run fast for a specific period and to work normally on other days, especially for an Emco make meter.

8. There are many factors which may increase electricity consumption, including poor efficiency and poor maintenance of electric gadgets as well as extensions of supply. A meter is installed for recording accurate consumption. There is no scientific reason or tendency for a meter to run fast for a specific period and to work normally or accurately in other periods, especially for Emco make meter. There is nothing on record to indicate that the meter was tampered. The meter testing reports also found the meter in order. Thus, we must assume that the meter reading, when finally recorded, is true and accurate.

9. However, in order to give some relief to the consumer, the recorded consumption of Oct. 2023 could be considered as accumulated consumption for six months, which can be split up over a longer period of 6 months to give slab benefit. The initial reading in May 2023 was 34771 kWh and the current reading in Oct. 2023 was 36785 kWh. The Appellant thus consumed 2014 (38785-34771) units over 6 months. The average consumption per month would be 336 units per month. Hence the Respondent is directed as below:

- a. to revise the bills of the Appellant considering consumption of 336 units per month for the period from May 2023 to Oct. 2023.
  - b. to withdraw the interest and delayed payment charges levied for the period from Oct. 2023 till the date of this order.
  - c. Other prayers of the Appellant are rejected.
  - d. The compliance report be submitted within a period of two months from the date of issue of this order.
10. The instant Representation is disposed of accordingly.

  
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11. The secretariat of this office is directed to refund Rs.10,000/- taken as deposit to the Respondent for adjusting in the Appellant's ensuing bill.

Sd/  
(Vandana Krishna)  
Electricity Ombudsman (Mumbai)



(Dilip Dumbre)  
Secretary  
Electricity Ombudsman Mumbai

