

**Maharashtra State Electricity Distribution Co. Ltd.'s  
Consumer Grievance Redresses Forum  
Nagpur Zone, Nagpur**

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**Case No. CGRF(NZ)/103/2017**

Applicant : Shri Ganesh Sheshrao Shahu,  
Plot No. 194, Kamana Nagar,  
Nagpur.

Non-applicant : Nodal Officer,  
The Superintending Engineer,  
(D/F), NUC, MSEDCL, Nagpur

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Applicant represented by : 1) Shri. Ganesh Sheshrao Shahu,

Non-applicant represented by: 1) Smt. P. S. Machalwar, L.D.C. MSEDCL.

2) Shri Dahasahastra, SNDL, Nagpur.

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Quorum Present : 1) Shri Vishnu S. Bute,  
Chairman.  
2) Shri N.V.Bansod,  
Member  
3) Mrs. V.N.Parihar,  
Member Secretary.

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**ORDER PASSED ON 16.12.2017**

2) The Applicant, Shri Ganesh Sheshrao Shahu presented this application feeling aggrieved by the order passed by the I G R C- SNDLtd in case No. 103/2017 on 04.11.2017. The applicant is having a connection for domestic purpose. He got the bill of 680 units for the month of Sept-2017. The status of meter was mentioned as faulty. As per the applicant the bill was excessive and improper.

He approached the IGRC. The IGRC set aside the disputed bill. The respondent was directed to issue the bill of 285 units for the month of September 2017. Feeling aggrieved by this order the applicant approached this forum as per the provisions contained in Regulation 6.4 of the MERC (CGRF& EO) Regulation 2006.

Notice was issued to the respondent. Both the parties were present on 16-12-2017. They were heard.

3) The applicant argued that the connection is for domestic/residential purpose. His consumption is very limited. In Sept 2017 the respondent gave a bill of 680 units. During the period from Oct 2016 to August 2017 his monthly consumption was never so high. The IGRC directed to issue the bill for Sept-2017 of 285 units. However this is also excessive billing. The applicant requested that a bill of Sept-2017 may be issued for 187 units.

4) In reply the respondent stated that in the month of August-2017, the meter was faulty. So a bill of 170 units was issued on average basis. The faulty meter was changed on 5-9-2017. That time the meter reading was 11075 KWH. In the month of September 2017 a bill of 680 units was given. This bill include 493 adjustments units plus 187 as reading indicated by the new meter. As directed by the IGRC a revised bill of 285 units for the month of September 2017 has been issued. Appropriate amount has been credited to his account in the month of November 2017.

5) We have heard both the parties. We have perused the record. On perusal of the record, we noticed that the monthly consumption of the applicant was never as high as 680 units in one month. It was never 285 units also.

The respondent admitted that the meter was faulty. In such case the procedure to issue a bill to a consumer is given in Regulation 15.4.1 of the MERC (Supply Code and other conditions of supply) Regulations 2005. The regulation reads as under.

*15.4.1 subject to the provisions of part XII and part XIV of the Act, in case of a defective meter, the amount of the consumers bill shall be adjusted for a maximum period of three months prior to the month in which the dispute has arisen, in accordance with the results of the test taken subject to furnishing the test report of the meter alongwith the assessed bill.*

*Provided that, .....each case.*

*Provided further that, in case the meter has stopped recording, the consumer will be billed for the period for which the meter has stopped recording, upto a maximum period of three months based on the average metered consumption for twelve months immediately preceding the three months prior to the month in which the billing is contemplated.*

In the instance case neither the respondent calculated the bill amount as per the above provision nor the IGRC discussed this provision. So the order of the IGRC needs to be set aside.

In view of the aforesaid discussion we pass the following order

**ORDER**

The order passed by the IGRC - SNDLtd. In Case No. 485/2017 on 4-11-2017 is hereby set aside. The respondent should issue a bill to the applicant for the month of September 2017 as per the provisions contained in Regulation 15.4.1 of the supply code.

Sd/-  
**(Mrs. V. N. Parihar),**  
MEMBER SECRETARY

Sd/-  
**(N. V. Bansod)**  
MEMBER(CPO)

Sd/-  
**(Vishnu S. Bute),**  
CHAIRMAN