

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

Case No. CGRF(NUZ)/86/2014

Applicant : Shri Digambar S. Borkar,
Plot No. 58, Maji Sainik Sq.,
near Child Village,
Koradi Road,
Nagpur ; 29.

Non-applicant : Nodal Officer,
The Superintending Engineer,
(Distribution Franchisee),
MSEDCL,
NAGPUR.

Quorum Present : 1) Shri Vishnu S. Bute,
Chairman.

2) Shri B.A. Wasnik,
Member Secretary.

ORDER PASSED ON 13.5.2014.

1. The applicant filed present grievance application before this Forum on 9.4.2014 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as Regulations).

2. The applicant's case in brief is that he is a residential consumer of the non applicant bearing consumer No. 410017458152 His connection was released in February 2013. He was issued average bill for the period from February 2013 to August 2013. He paid all the bills. In the month of August 2013, the reading was taken and bill in lump sum for Rs. 44164/- was issued which is excessive. Meter was replaced in October 2013, since then the consumption is properly recorded. He complained to non applicant. Non applicant informed that the meter is O.K. He approached to I.G.R.C. I.G.R.C. rejected his application by order dated 26.10.2013. However, he is not satisfied with the said order and hence applicant filed present grievance application before this Forum and requested to revise the excessive bill.

3. Non applicant denied applicant's case by filing reply dated 26.4.2014. It is submitted that meter status was shown as RNA and bill for average 150 units was issued. From the month of April 2013 to July 2013, average bill for 100 units per month was issued. In August 2013 bill for actual reading for 5601 units was given for Rs. 44164.94 by deducting average amount paid for Rs. 2193.83. When consumer complained regarding excessive bill, his meter No. 55/SND-13810 was tested in testing laboratory where it was found O.K. Consumer was not satisfied with this result and therefore he approached to I.G.R.C. Learned I.G.R.C. rejected grievance application of the applicant by order dated 26.10.2013.

4. Forum heard arguments of both the sides and perused the record.

5. Forum has observed that the connection is released in February 2013. Hence the consumption of 5601 units in approximately 6 (six) months seems to be abnormal considering the connected load of the applicant. There is every possibility of either jumping of meter or the initial reading of the meter at the time of installation is not taken properly which might be much higher than actually shown in CPL. If the consumption of new meter from November onwards is gone through carefully (which is also actual consumption as per meter reading), the above fact can certainly be established. Considering the circumstances in Toto, this Forum is of the opinion that the consumer deserves the revision in the bill for the month of August 2013 based on the future consumption of the new meter.

7. For these reasons, Forum proceeds to pass following order: -

ORDER

- 1) Grievance application is partly allowed.
- 2) The non applicant is directed to withdraw the bill for the month of August 2013 along with DPC, interest and other charges levied if any.

- 3) Non applicant is further directed to charge the consumer the energy bill for the period from February 2013 to August 2013 calculated on the basis of average consumption of new meter for the period September 2013 to March 2014.
- 4) Non applicant is also directed to treat '5601' as initial reading of the meter for calculation of future consumption of the applicant.
- 5) Non applicant is directed to submit the compliance within 30 days from the date of this order.

Sd/-
(B.A. Wasnik)
MEMBER
SECRETARY

Sd/-
(Vishnu S. Bute),
CHAIRMAN