

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

Case No. CGRF(NUZ)/102/2013

Applicant : Dr. Meera Arora, Flat No. C-11, 6th
Floor, 'Anmol Apartments',
Mecosabagh,
NAGPUR : 440 001.

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

Quorum Present : 1) Shri. Shivajirao S. Patil
Chairman,

2) Adv. Subhash Jichkar,
Member,

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

ORDER PASSED ON 25.7.2013.

1. The applicant filed present grievance application before this Forum on 19.6.2013 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 applicants' case in brief is that meter of the applicant was faulty. The applicant complained about the same. Meter was changed after repeated requests on 25.3.2013. The

applicant claimed to revise the bills but in vain. Therefore the applicant approached to I.G.R.C. Learned I.G.R.C. decided the matter as per order dated 3.4.2013. But the applicant is not satisfied with that order and therefore filed present grievance application and claimed to revise the bills.

3. Non applicant M/s. SPANCO filed reply Dt. 10.6.2013 on record and submitted that in December 2012 and January 2013 meter was faulty and average bill of 778 units for the month was issued. Since February 2013 average bill of 794 units was issued. Faulty meter of the applicant was replaced on 25.3.2013 and new meter was installed. Applicant approached to I.G.R.C. to revise average bills. Learned I.G.R.C. revised the bills of the applicant as per regulation 15.4.1 (2nd proviso) of MERC supply Code Regulations 2005 and calculated average of 556 units per month instead of 778 and 794 units as per order dated 3.4.2013. As per this order, bill is already revised and interest so also D.P.C. Rs. 591.02, amount of excessive bill of Rs. 5221.57 is deducted from the bill of April 2013. Bills of April 2013 to June 2013 will be revised and amount of Rs. 23790.02 will be deducted in coming bill.

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

5. It is main grievance of the applicant that meter is faulty since November 2012 and applicant received average bills with monthly consumption of 778 units. The applicant challenged these bills and requested to revise the bills from November 2012 on

the basis of previous consumption pattern. It is noteworthy that meter of the applicant was replaced in the month of March 2013.

6. We have careful perused the order passed by Learned I.G.R.C. Dt. 3.4.2013. In this order Learned I.G.R.C. already held that “as per regulation 15.4.1 (2nd proviso) of MERC’s Supply Code Regulations 2005, monthly average consumption comes out to be 556 units as against 778 and 794 charged to the applicant against the faulty meter. The applicant deserves to get credit for excessive units charged”. Therefore it is clear that Learned I.G.R.C. had passed well reasoned order. It is perfectly correct and needs no interference.

7. Considering admissions of non applicant in reply, we find that this much relief only can be given to the applicant and nothing more. It is note worthy that during the course of hearing the applicant had presented the bill for the month of June 2013 before the Forum and in presence of the applicant Manager (Commercial) SPANCO even corrected the bill of June 2013 in his own hand writing and necessary credit is given to the applicant and as specifically mentioned that net payable amount is only 5190/- (Rs. Five Thousand One Hundred Ninety only). Therefore no more relief can be given to the applicant. In our opinion, order of Learned I.G.R.C. is correct and it is necessary to comply it. Hence following order : -

ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is hereby directed to comply order of Learned I.G.R.C. Dt. 3.4.2013 and to revise the bills of the applicant.
- 3) Non applicant is hereby directed to comply the order within 30 days from the date of receipt of this order.

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

Sd/-
(Adv.Subhash Jichkar)
MEMBER

Sd/-
(ShriShivajirao S.Patil)
CHAIRMAN