

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

Case No. CGRF(NZ)04/2017

Applicant : Shri Riyaz Ah.Ab.Kayyum
784/A, Dhondba Chowk, Khadan
Nagpur.

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

Applicant :- In person.

Respondent by 1) Shri Vairagade, EE, Nodal Office
2) Shri Tekam, Nodal Office.
3) Shri Dahasahastra, SNDL Nagpur.

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

2) Shri N.V.Bansod
Member

3) Mrs. V.N.Parihar,
Member, Secretary

ORDER PASSED ON 27.02.2017.

1. The applicant filed present grievance application before this Forum on 10.01.2017 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as said Regulations).

2. Applicant's case in brief is that there is excessive billing in August-2016 and September-2016 therefore bill may be revise.

3. Non applicant, denied applicant's case by filing reply dated 21.01.2017. It is submitted that as per order of IGRC bill of the applicant is revised from November-2016 till the date of replacement of the meter. Considering monthly average of 225 units and credit of Rs.49000/- is given to the applicant in the month of January-2017. Therefore bill can not be revise.

4. Forum heard arguments of non-applicant side and perused record.

5. We have perused spot inspection report and consider connected load. As per calculation of connected load IGRC rightly came to the conclusion for monthly average billing of 225 unit p.m. Therefore bill of the applicant is revised from November-2016 till replacement of the meter. Credit of Rs.49000/- is given to the applicant in the month of January-2017. Therefore order passed by IGRC is legal and proper and needs no interference. Grievance application deserves to be dismiss.

6. Before reaching to the final order it is necessary to issue certain strict direction to SNDL and MSEDCL also. It is noteworthy that as per the relevant Regulation whenever new meter is installed at the premises of any consumer it must be new and tested meter. In this case previous meter was burnt and new meter was installed but that new meter was also old one and was not tested. It is not proper. During the course of argument forum made a specific query to the officers of SNDL and MSEDCL about quality of new meter at the time of installation and these officers frankly admitted that at the time of installation of new meter, they are installing old meters and not new tested meter and the reason is told to be the shortages of supply of new meters. In our opinion it is highly objectionable and actionable to install old

and untested meter at the time of installation. Therefore in future officer of MSEDCL and SNDL shall take precaution and shall install new and tested meter only to any consumer.

7. For these observations we proceed to pass the following order.

ORDER

1. Grievance application is dismissed.
2. Chief Business Manager of SNDL is hereby directed to issue guideline to the concerned staff that precautions should be taken to install new and tested meter at the time of installation to the consumer without fail and shall not install old and untested meter.
3. Chief Engineer, Nagpur Zone, MSEDCL, Nagpur is also requested to issue direction to concerned staff that at the time of installation of meter, only new and tested meter shall be installed and old and untested meter shall not be installed with intent to stop further inconvenience and grievances of the consumers in future.
4. Non-applicant is directed to comply within 30 days from the date of this order.

Sd/-

(N.V.Bansod)
MEMBER

sd/-

(Mrs.V.N.Parihar)
MEMBER/SECRETARY

sd/-

(Shivajirao S. Patil),
CHAIRMAN

