

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

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**Case No. CGRF(NUZ)/229/2014**

Applicant : Shri Surajsingh Pritamsingh Gujjar,  
Teka Naka, Baba Budhajinagar,  
Nagpur.

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

Quorum Present : 1) Shri Shivajirao S. Patil,  
Chairman.  
  
2) Adv. Subhash Jichkar  
Member.  
  
3) Shri Anil Shrivastava,  
Member / Secretary.

**ORDER PASSED ON 7.11.2014.**

1. The applicant filed present grievance application before this Forum on 11.9.2014 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 received excessive bills from May 2013. His grievance application is rejected by I.G.R.C. Being aggrieved by the said order he approached to this Forum.

3. Non applicant denied applicant's case by filing reply Dt. 26.9.2014. It is submitted that meter is tested by acucheck on 17.7.2013 and it is found O.K. Learned I.G.R.C. ordered to change the meter and to test the meter in meter testing laboratory and to take action as per meter testing report. SNDL has to comply the said order.

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

5. Record shows that since long status of the meter is faulty. In January 2012 & February 2012 meter was faulty. In May 2012 & June 2012 meter was faulty. During the period July 2012 to March 2013 meter was faulty. In April 2013 meter is changed. Therefore it is clear that for a period of more than one year there was faulty status of the meter since January 2012 to March 2013. It is the duty of employees of SNDL to take precaution and to note if any meter is faulty and has to replace the meter immediately in the next month. It is a bad practice that though meter was faulty for more than one year, nobody took care to replace the meter and faulty status was going on. Either it is negligence or malpractice by joining the hands with the consumer to suppress the actual reading. On both counts it is improper and illegal. Therefore staff of SNDL is hereby directed to take precaution that in case they find that any meter is faulty they must replace the faulty meter in next month.

6. Learned I.G.R.C. passed order dated 18.11.2013 that meter be tested in the laboratory invariably in presence of the applicant and to take

action if so necessitated as per lab testing report and Commercial Manager was directed to submit compliance report by 30.11.2013. However, SNDL filed reply on 26.9.2014 that they have to test the meter in the laboratory as per order of I.G.R.C. It means till filing of the reply Dt. 26.9.2014, order of Learned I.G.R.C. Dt. 18.11.2013 was not complied. It is not proper. We have carefully perused spot inspection report. As per this spot inspection report, there are 4 fans, 4 CFL, 4 TVs, 3 set top box, 2 freeze, 1 motor pump. Therefore there is sufficient connected load.

7. In our opinion, it is necessary to comply order of Learned I.G.R.C. forthwith. Therefore SNDL is hereby directed to test the meter in meter testing laboratory invariably in presence of the applicant and take action if so necessitated as per lab testing report. Hence following order :-

#### ORDER

- 1) Grievance application is partly allowed.
- 2) SNDL is hereby directed to test the meter in meter testing lab invariably in presence of the applicant and take action if so necessitated as per lab testing report and to comply order of Learned I.G.R.C. Dt. 18.11.2013.
- 3) SNDL is hereby directed to take suitable action against Commercial Manager for non compliance of order on or before 30.11.2013 as per specific directions given by Learned I.G.R.C. in its order dated 18.11.2013 and to take action in accordance with law & regulations.

- 4) Employees of SNDL are hereby directed that in case they find any meter faulty they should replace it immediately in next month.
- 5) Compliance should be reported within 30 days from the date of this order.

Sd/-  
(Anil Shrivastava)  
MEMBER  
SECRETARY

Sd/-  
(Adv. Subhash Jichkar)  
MEMBER

Sd/-  
(Shivajirao S. Patil)  
CHAIRMAN