

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

---

**Case No. CGRF(NUZ)/40/2014**

Applicant : Shri Vinod B. Tikle,  
Shop No. 1, Maharaja Towers,  
Hanumannagar,  
Nagpur : 09.

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

Quorum Present : 1) Shri Vishnu S. Bute,  
Chairman.  
  
2) Adv. Subhash Jichkar  
Member.  
  
3) Shri B.A. Wasnik,  
Member Secretary.

**ORDER PASSED ON 7.3.2014.**

1. The applicant filed present grievance application before this Forum on 4.2.2014 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 applicant is commercial consumer of non applicant, bearing Consumer No. 410016279815. Upto December 2010, there was single phase meter installed in the premises of the applicant. In December 2010, three

phase meter bearing Sr. No. 5075475 was installed in applicant's premises. Applicant further submitted that the initial reading of three phase meter at the time of installation was 22999. However billing was done by the non applicant by considering the initial reading as 122 which resulted in generating excessive bill which needs to be revised. The consumer approached I.G.R.C. However, I.G.R.C. rejected the grievance application of the consumer by order dated 26.12.2013. Hence consumer filed present grievance application before this Forum for revision of excessive bill.

3. Non applicant denied applicant's case by filing reply Dt. 18.2.2014. It is submitted that consumer is being issued energy bills as per meter reading. Due to additional demand, old single phase meter was replaced by three phase meter in December 2010. Consumer was issued energy bill for 23612 units initially for 12 months but then it was rectified and bill for above units was charged for 18 months by giving credit of Rs. 18422/-, and credit on additional charges amounting to Rs. 41907/- amounting to Rs. 60329/-. As such Grievance application may be dismissed.

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

5. On perusal of record, it is observed by the Forum that the consumer has grievance regarding initial reading of three phase meter which is said to have been recorded by the consumer as '22999' whereas he has been billed with initial reading as '122', thereby resulting in excessive bill for 22877 units. In support of his contention the applicant has produced one photograph on record

taken by applicant himself in which on the testing logo of Mahal Division, there is one figure '22999' written, which is the '*initial reading*' as per the contention of the applicant. However, there is no mention of date on which this photograph is taken. It also can not be taken for granted that the said figure indicates the initial reading in absence of any specific remark. On the contrary, the non applicant produced on record meter photographs for three consecutive months i.e. August 2011, September 2011 and October 2011, in which the meter reading is clearly shown as 4872, 5566 and 6260 respectively. This clearly indicates that the initial reading of the said meter can not be '22999' as per applicant's contention because the said meter has been installed in December 2010. Furthermore, it is interesting to note that in two of the three photographs submitted by the non applicant for the month of September 2011 and October 2011, the testing logo of Mahal Division is clearly seen. However, there is no figure like '22999', seen on this meter logo. This clearly indicates that the said figure is written sometime after October 2011 by the applicant to manipulate the meter reading, with a view to take the undue advantage of the fact that meter reading has not been taken by the non applicant for a long span of time. This is obviously tampering with the evidence.

6. There is nothing on record to show that the meter reading has been taken by the non applicant till October 2013 i.e. for as many as 34 months from the date of installation of three phase meter because the necessary documents are not said to have been fed to I.T. Section. This is against the provisions of the said regulations. Therefore this Forum is of the opinion that the bill issued to the applicant for 23612 units should be treated as bill for 34 months

instead of 18 months and bill should be revised by giving suitable slab benefit. Similarly, compensation as per Section 7 (i) of Appendix 'A' attached to MERC (Standard of Performance of Distribution Licensee, Period for Giving Supply and Determination of Compensation) Regulations 2005 needs to be given to the applicant.

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

### ORDER

- 1) Grievance application is partly allowed.
- 2) The grievance of the applicant regarding initial reading is dismissed. Initial reading of three phase meter considered by the non applicant for billing purpose is justified.
- 3) Non applicant is directed to divide the consumption shown for October 2013 into 34 months and revise the bill of the applicant by giving slab benefit.
- 4) Non applicant is directed to pay compensation to the applicant as per Section 7(i) of Appendix 'A' attached to MERC (Standard of Performance of Distribution Licensee, Period for Giving Supply and Determination of Compensation) Regulations 2005.
- 5) Non applicant to report compliance within 30 days from the date of order.

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

Sd/-  
(Adv. Subhash Jichkar)  
MEMBER

Sd/-  
(Vishnu S. Bute),  
CHAIRMAN