

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

Case No. CGRF(NUZ)/203/2013

Applicant : Shri Dilip Gopichand Warke,
Thr:- Shri Kunal D. Warke,
Maya Nagar, New Indora Zopda,
Nagpur : 14.

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

Quorum Present : 1) Shri. Subhash Jichkar
Member.

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

ORDER PASSED ON 5.12.2013.

1. The applicant filed present grievance application before this Forum on 24.10.2013 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 applicant is a residential consumer of non applicant bearing Consumer No. 410016947621. He has received excessive bill. Therefore he complained to non applicant. Non applicant has changed the meter He is not satisfied with the action of the non applicant. Therefore it is necessary to test the meter in the laboratory of M.S.E.D.C.L and to revise the bills.

3. Non applicant M/s. SPANCO denied applicant's case by filing detail reply Dt. 8.11.2013. It is submitted that bills as per meter reading are being issued to the applicant. Average bill for 433 units was issued to the applicant in the month of January 2013 showing faulty status. Meter No. 76/11314899 was changed in February 2013 and meter No. 55/SND-15325 was installed. Consumer has complained that after replacement of meter he is receiving excessive bills. Therefore meter No. 55/SND-15325 was changed and meter No. 55/SND – 81654 was installed in the month of September 2013. Consumer has filed grievance application in I.G.R.C. Learned I.G.R.C. has dismissed grievance application of the applicant by order Dt. 21.10.2013. If CPL of the consumer is perused, it will be seen that the total consumption of the applicant from April 2012 to September 2012 was 1624 units as compared to 1142 units (less by 482 units) during the same period in the year 2013 i.e. from April 2013 to September 2013. Therefore there is no force in the grievance application and application may be dismissed.

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

5. Forum has observed from the record that meter was faulty in January 2013, and meter No. 55/SND-15325 was replaced in February 2013 as per CPL. Consumer lodged grievance with S.N.D.L. for testing of meter, but still meter testing report was not given to consumer. Also non applicant did not provide meter testing report of meter Sr. No. 55/SND-15325. Hence consumption for the period January 2013 to August 2013 is doubtful as the meter status is not

known. Hence it is necessary to revise the bill for period from January 2013 to August 2013 as per average of September 2013 & October 2013.

6. Resultantly, the Forum proceeds to pass following order: -

ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is directed to revise the bill of the applicant for the period from January 2013 to August 2013 on the basis of average consumption for the month of September 2013 & October 2013 (i.e. 142 + 278 divided by 2.5) considering each month's consumption from Jan. 13 to August 2013.
- 3) Non applicant to report compliance within 30 days from the date of this order.

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

Sd/-
(Shri Subhash Jichkar)
MEMBER