

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

Case No. CGRF(NUZ)/207/2013

Applicant : Shri Ganesh S. Yadav,
Plot No. 94, Gulshannagar,
Bhongade Layout,
Old Kamptee Road,
Nagpur.

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 10.12.2013.

1. The applicant filed present grievance application before this Forum on 2.11.2013 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. 410015303861. He has received excessive bills during the period September 2012 to May 2013. Therefore he complained to non applicant. Non applicant has informed that the meter is tested and it

is found O.K. He is not satisfied with the reply of the non applicant. Therefore it is necessary to revise the bills for the above period.

3. Non applicant M/s. SPANCO denied applicant's case by filing detail reply Dt. 28.11.2013. It is submitted that non applicant has issued correct and proper bill as per meter reading. The meter of the applicant was replaced in April 2013 & new meter was installed. On complaint of consumer to the effect that bill since the installation of new meter is excessive, the meter of the applicant was tested by acucheck machine and it was found O.K. 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. During the observation of C.P.L. it is noticed by the Forum that up to August 2012, proper bills were being issued to the applicant. However, from the month of September 2012 abnormal consumption is shown in the CPL which seems to be excessive considering the connected load of the applicant. Hence Forum feels it necessary to revise the bills for the above period. It is further observed by the Forum that even after the meter was replaced by the non applicant in the month of February 2013 bills of higher average i.e. 568 units against inaccessible status were issued to the applicant when actual reading shown in the month of June 2013 is shown as 244 units. This billing is not proper. Hence it is felt that bill for the above period also needs to be revised.

6. For these reasons 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 September 2012 to January 2013 on the basis average consumption of corresponding months of previous year i.e. September 2011 to January 2012.
- 3) Non applicant is further directed to withdraw the average units charged from March 2013 to May 2013 and issue the bill of actually read consumption in the month of June i.e. 234 units which should be divided into 4 months from March 2013 to June 2013 giving slab benefit and issue such revised bill to the applicant.
- 4) Non applicant is directed to submit the compliance within 30 days from the date of this order.

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

Sd/-
(Shri Subhash Jichkar)
MEMBER