

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

Case No. CGRF(NUZ)/240/2014

Applicant : Sk. Rajjak Mohd. Khan (Sheikh),
Plot No. 783, Hassanbagh,
Nagpur : 09.

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 15.11.2014.

1. The applicant filed present grievance application before this Forum on 19.9.2014 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 is receiving excessive bills since March 2013 and therefore bills be revised. I.G.R.C. directed to revise the bills of the applicant from March 2013 to August 2013 by considering his monthly consumption of 450 units and to give credit to him

of balance units along with credit of DPC / interest. It was further directed to replace meter of the applicant immediately, to test it in the meter testing laboratory in presence of the applicant and take further action on disputed bills from October 2013 till the date of replacement thereof, if so necessitated as per findings of the laboratory testing report. Being aggrieved by the said order applicant approached to this Forum.

3. Non applicant denied applicant's case by filing reply Dt. 4.10.2014. It is submitted that meter was tested by acucheck and it is found O.K. As per order of Learned I.G.R.C. meter was replaced, old meter was tested in the laboratory and it is found O.K. Therefore bills can not be revised.

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

5. During the course of hearing on 7.10.2014. it was ordered by the Forum that meter be tested in the laboratory of M.S.E.D.C.L. and to submit meter testing report. Accordingly meter was tested in the laboratory of M.S.E.D.C.L. Executive Engineer, Testing Division (U), MSEDCL, Nagpur, filed meter testing report Dt. 13.10.2014 on record and as per this report meter is O.K. Therefore consumption recorded by the meter is the consumption utilised by the applicant and hence bills can not be revised. It is pertinent to note that as per CPL, since January 2012 earlier meter was shown faulty till February 2013. Even then distribution licensee and applicant both were silent and nobody took step for replacement of the meter. In March 2013 this faulty meter was replaced and since then actual consumption is recorded. It is true that in June 2013 consumption is shown 3663 units but in July 2013 also there was consumption of 1221 units, in August 2013 1278 units, in October 2013

994 units. Record shows that bill of June 2013 for 3663 units is already revised as per order of Learned I.G.R.C. and credit of Rs. 56000/- is given to the applicant which will reflect in the bill of next month. M.S.E.D.C.L. has even produced calculation sheet on record. Therefore disputed bill is already revised as per order of Learned I.G.R.C. In our opinion, this order passed by Learned I.G.R.C. is legal and valid and needs no interference.

6. For these reasons, it is necessary to give directions to SNDL to take precautions about the faulty meter and in case it is found that faulty status is continued for months together such practice is not proper. Faulty meters must be replaced in the next month. With these observations, we proceed to pass following order :-

ORDER

- 1) Grievance application is dismissed.
- 2) SNDL is hereby directed to replace faulty meter if any, immediately in the next month and shall not allow for months together same faulty meter. If it is found that any employee fails to replace faulty meter in the next month, business manager of SNDL is hereby directed to take action against such employee in accordance with regulations and law.
- 3) Compliance 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