

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

Case No. CGRF(NUZ)/73/2014

Applicant : Shri Shivchand Tarachand Daharwal,
House No. 65 – E, near Agaram Devi
Mandir, Ganeshpeth,
Nagpur: 18.

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 11.4.2014.

1. The applicant filed present grievance application before this Forum on 14.3.2014 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 applicants' case in brief is that applicant is a three phase Commercial consumer of non applicant, bearing Consumer No. 410014728752. He was issued excessive bills since May 2013. Hence he approached to non applicant. Non applicant tested the meter with

acucheck and informed the applicant that meter is O.K. Applicant was not satisfied with this result. Hence he approached I.G.R.C. on Dt. 1.11.2013. I.G.R.C. directed to replace the meter and test the same in the laboratory. In the meanwhile, Non applicant replaced the meter No. SPN - 00847 on 10.11.2013 and new meter No. G-1073310 was installed. The meter was sent for testing in the laboratory. As per test report dated 2.1.2014, the meter was recording energy on no load abnormally and was declared faulty. Hence the non applicant revised the energy bill of applicant w.e.f. May 2013 to October 2013. But the applicant is not satisfied with this revision for the reason that as the meter was replaced on 10.11.2013 the bill for the month of November 2013 and December 2013 should also be revised. The non applicant refused to revise the bill for the month of November 2013 and December 2013. Hence applicant filed present grievance application before this Forum for proper revision of bills.

3. Non applicant M/s. SPANCO denied applicant's case by filing reply Dt. 29.3.2014. It is submitted that on receipt of complaint from the consumer on Dt. 18.10.2013, his meter No. 90/SPN-00847 was tested with acucheck and was found O.K. Consumer was not satisfied with this result and he approached to I.G.R.C. on dt. 1.11.2013. Learned I.G.R.C. directed to replace the meter and test the same in the laboratory by order dated 20.11.2013. Hence the meter of the applicant was replaced and tested in the laboratory where it was found faulty. As such, energy bill of the consumer was revised for the period from May 2013 to October 2013 and credit of Rs. 179806.45 has been given in the bill for month of January 2014. Consumer again

approached to I.G.R.C. on Dt. 17.2.2014 for revision of bills for November 2013 and December 2013. Learned I.G.R.C. observed that since the meter of the applicant has been replaced, energy bill for average consumption for 6880 units for RNA status is issued during November 2013 and December 2013. In the month of January 2014, bill for actual meter reading for 2215 units plus previous average 6880 units totaling to 9095 units was issued. Amount of Rs. 141526.72 was deducted and by revising the bill from May 2013 to October 2013 and deducting the amount of Rs. 179806.45, credit bill of Rs. (-) 161383.17 was issued. Therefore Learned I.G.R.C. rejected the grievance application of the consumer by order dated 28.2.2014. Grievance application may be dismissed.

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

5. It is an admitted fact that meter of the applicant has been declared faulty during laboratory testing as per meter testing report dated 2.1.2014. Therefore the applicant deserves proper revision of bill. Forum has also observed that the date of replacement of meter is shown as 10.11.2013 as per the meter installation /replacement report submitted by the non applicant. Therefore it is clear that meter reading was available for 20 days of November 2013 and complete month of December 2013. Even though meter status 'RNA' was given by the non applicant. CPL of the applicant shows that abnormal consumption is shown from May 2013 to January 2014. As per adjustment sheet submitted by the non applicant 3030 units per month is calculated and bill has been revised for 6 months only i.e.

from May 2013 to October 2013. However, this Forum is of the opinion that since the meter reading is available from 10.11.2013 (date of meter replacement), there is no need of charging average units of 6880 per month for November 2013, December 2013 & January 2014. Hence the applicant deserves revision of bill for the above period also.

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

ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is directed to withdraw the bill charged from May 2013 to January 2014 along with DPC, interest and other charges levied if any.
- 3) Non applicant is directed to revise the energy bill of the applicant by charging 3030 units per month for the period from May 2013 to January 2014.
- 4) Non applicant is also directed to deduct the amount already paid by the applicant during the above period i.e. from May 2013 to January 2014 and issue the bill to the applicant accordingly.
- 5) Non applicant to report the compliance within 30 days from the date of this order.

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

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Vishnu S. Bute),
CHAIRMAN