

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

Case No. CGRF(NUZ)/51/2014

Applicant : Shri Sushant V. Borkar,
Indora Bhandar Mohalla,
Ramabai chouk, Bezanbagh,
Nagpur: 04.

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 19.3.2014.

1. The applicant filed present grievance application before this Forum on 11.2.2014 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 applicants' case in brief is that applicant is a residential consumer of non applicant, bearing Consumer No. 410015340901. He has received excessive bills. When he complained

to non applicant, non applicant tested his meter No. 65/03020653 and it was found fast by 10.29 %. Even then neither the meter was replaced nor the bill revised. Therefore the applicant approached to I.G.R.C. I.G.R.C. passed order dt. 9.1.2014, but the applicant is not satisfied with the same. Hence applicant filed present grievance application for revision of bills.

3. Non applicant denied applicant's case by filing reply dated 4.3.2014. It is submitted that the consumer is being issued energy bills as per meter reading. Consumer complained regarding excessive bill in August 2012. Hence meter No. 65/03020653 was tested by acucheck and it was found that meter is running 10.25 % fast. The meter was replaced in December 2012. The consumer approached to I.G.R.C. Learned I.G.R.C. directed to deduct the amount charged on 327 units on account of fast meter, by order dated 9.1.2014. The revision will be carried out in the next bill. Hence Grievance application may be dismissed.

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

5. It is an admitted fact that the meter is running fast by 10.25 %. As mentioned in non applicant's reply, the meter is replaced in December 2012. CPL of the applicant shows that meter reading was not taken by the non applicant in the month of June 2012 and July 2012. Again there was no meter reading in November 2012. Hence it is necessary to calculate the consumption from June 2012 to November 2012 by treating meter 10.25 % fast and the consumption

so calculated should be divided into 6 months bill should be issued by giving suitable slab benefit. Again meter reading was not taken for two months i.e. February 2013 and March 2013 and consumption for 408 units is shown in April 2013 which is not proper. It is surprising to note that again meter reading was not taken from August 2013 to October 2013 by giving average bill of 163 units per month. This is also against the provisions of said regulations. Hence it is necessary to divide the total consumption into 12 months and bill should be revised by giving suitable slab benefit.

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

ORDER

- 1) Grievance application is partly allowed.
- 2) The Non applicant is directed to withdraw the bill charged for the period from June 2012 to November 2012 (i.e. 1844 units) along with DPC, interest and other charges if any.
- 3) Non applicant is directed to calculate the consumption for the period from June 2012 to November 2012 by treating the meter No. 65/03020653 as 10.25 % fast, divide the above consumption into 6 months and revise bill of the applicant by giving slab benefit.
- 4) The Non applicant is directed to withdraw the bill charged for the period from December 2012 to November 2013 (i.e. 1806 units) along with DPC, interest and other charges if any.

- 5) Non applicant is further directed to divide the above consumption (i.e. 1806 units) into 12 months, and revise the bill by giving suitable slab benefit.
- 6) Non applicant is also directed to deduct the amount already paid by the applicant from the revised bill, during above entire period.
- 7) Non applicant to submit 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