

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

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**Case No. CGRF(NUZ)/247/2013**

Applicant : Smt. Lalitabai Rajmohan Tiwari,  
Surendragarh, Bajrang Chouk,  
Seminary Hills,  
Nagpur : 006.

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 4.3.2014.**

1. The applicant filed present grievance application before this Forum on 20.12.2013 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 applicant's case in brief is that applicant is a residential consumer of non applicant, bearing Consumer No. 410012234922. She is receiving excessive bills since meter

replacement. She complained to non applicant but non applicant informed that meter is O.K. Therefore the applicant approached to I.G.R.C. I.G.R.C. rejected the grievance application of the applicant by order dated 14.12.2013, but the applicant is not satisfied with the same. Hence applicant filed present grievance application for revision of bills.

3. Non applicant M/s. SPANCO denied applicant's case by filing reply Dt. 15.1.2014. It is submitted that the consumer is being issued energy bill as per meter reading. Meter No. 16/10820907 of the applicant was replaced in July 2013 and new meter No. 55/SND-62248 was installed. On receiving complaint from the consumer regarding receipt of excess bill since installation of new meter, meter was acuchecked where it was found O.K. Consumer approached to I.G.R.C. Learned I.G.R.C. rejected the application of the consumer on the ground that the average consumption of old meter and new meter is more or less same and can not be considered as excessive. Hence Grievance application may be dismissed.

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

5. During the course of hearing on Dt. 17.1.2014, this Forum directed that Meter No. SND - 62248 should be tested in M.S.E.D.C.L's laboratory and testing report should be submitted before this Forum. Accordingly, Executive Engineer, Testing Division (U), MSEDCL, Nagpur has submitted the meter testing report on Dt. 21.2.2014 to the effect that the meter is O.K.

6. Hence it is clear that the consumption recorded by the meter is the consumption actually utilised by the consumer and hence bill can not be revised.

7. The consumer has filed present grievance application on 20.12.2014. Therefore it was necessary for this Forum to pass the order on or before 19.2.2014. However, the meter testing report has been submitted by the non applicant on Dt. 21.2.2014. Thereafter this Forum is passing this order on the very next date of hearing. Hence the delay caused is due to late submission of meter testing report on the part of non applicant.

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

#### ORDER

- 1) Grievance application is dismissed.

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

Sd/-  
(Adv. Subhash Jichkar)  
MEMBER

Sd/-  
(Vishnu S. Bute),  
CHAIRMAN