

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

Case No. CGRF(NUZ)/23/2014

Applicant : Kirti (Shri Kirit) B. Thakkar,
Thr:- Gulshan Jham, H.B. Town,
Sankalp Apartments, Flat No. 37,
Old Pardi Naka, Bhandara Road,
Nagpur.

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 28.4.2014.

1. The applicant filed present grievance application before this Forum on 13.1.2014 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 applicant is a residential consumer of non applicant, bearing Consumer No.

410017834782. He has purchased the said flat from Shri Kirit Thakkar in whose name bills are being issued. Bills are issued mentioning earlier dues from the non applicant. The earlier dues are due to meter problem which was running fast. In the month of November 2010, the consumer received electricity bill for Rs. 11570/-. He complained to the then M.S.E.B. The meter was replaced without the knowledge of applicant. Since then, he is receiving excessive bills. He has paid the amounts as told by the non applicant on the assurance that his bill was corrected / settled in the next month after payment of that amount. Then as per his complaint, his meter was tested and it was found 35 % fast. His meter was changed immediately but no credit for fast meter was given. Hence the applicant filed grievance application before this Forum for revision of bill.

3. Non applicant denied applicant's case by filing reply Dt. 5.2.2014. It is submitted that the said connection is released in the name of Smt. Kirti B. Thakkar for residential purpose since 30.12.2009, and therefore complainant Shri Gulshan Jham, is not the consumer as per section 2 (15) of Electricity Act 2003. It is further submitted that in the month of June 2010 bill for 362 units was given against RNA Status. In the month of July 2010 meter status was faulty and hence average bill for 420 units was given. Faulty meter was replaced and Meter No. 76/13610669 was installed. However, the entry of replacement of meter was not taken in Computer and hence average bill for 36 units per month was given from August 2010 to October 2010. In the month of November 2010 bill for actual meter

reading for 1740 units for Rs. 11574.79 was given by deducting Rs. 266.71 paid for earlier average bills. In the month of December 2010 bill was issued for 2017 units. Actually this bill should have been given as 2017 units current reading – 1740 previous reading = 279 units. While making revision of bill, the total amount of Rs. 31365.24 was deducted from the bill of February 2011 due to oversight. Hence amount of Rs. 15242.11 which was wrongly credited in February 2011 was again debited in applicant's account in March 2011 which is right. On consumer's complaint that Meter No. 76/13610669 is running fast, the said meter was tested and it was found that it is 32 % fast. Hence the said meter was replaced in April 2012 and new Meter No. 65/G-1003949 was installed. As per meter testing report amount of Rs. 6532/- has been deducted from the bill for the month of April 2012. Hence Grievance application may be dismissed.

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

5. Forum has observed that non applicant has taken every step to correct the bill of the applicant. However, due to human error, some lapses have been made by the non applicant during the revision. The same also have been corrected by the non applicant. Moreover, the Learned I.G.R.C. has also ordered that amount of Rs. 3221/- towards interest should also be withdrawn which will be withdrawn in the next bill. Hence this Forum is of the opinion that order passed by Learned I.G.R.C. is correct, valid and based on the factual platform and needs no interference. However, non applicant is directed to

withdraw the amount of Rs. 3221/- from the bill of the applicant as directed by the I.G.R.C.

6. The applicant filed present grievance application on 13.1.2014. It was therefore necessary for this Forum to pass the order on or before 13.3.2014. However, due to exigencies of work and due to deputation of staff for election duty, in addition to public holidays the order was delayed. Moreover there were only two sittings of Forum in the month of April 2014 due to elections. Hence the delay caused in passing the order is procedural delay.

7. 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