

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

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**Case No. CGRF(NZ)/47/2017**

Applicant : Smt. Shilpa G.Kale  
21/356, Mhada Qtr.,Nari Rd.  
Nagpur.

Non-applicant : Nodal Officer,  
The Superintending Engineer,  
(DF), NUC, ,MSEDCL,  
Nagpur.

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Applicant :- In person

Respondent by 1) Shri Tekam,AA, Nodal, NUC,MSEDCL, Nagpur  
2) Shri Dahashastra, SNDL

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Quorum Present : 1) Shri Shivajirao S. Patil,  
Chairman.

2) Shri N.V.Bansod  
Member

3) Mrs. V.N.Parihar,  
Member, Secretary

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**ORDER PASSED 19.04.2017.**

1. The Applicant filed present grievance application before this Forum dated 24.03.2017 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as said Regulations).

2. Applicant's case in brief is that she received excessive bills since October-2016 to January-2017. Therefore she requested to IGRC to revise the electricity bills. As per

order of IGRC dated 11-03-2017 bill is revised from October-2016 till the date of replacement of meter considering monthly average of 120 units and gave credit of balance amount but according to applicant her consumption is less. Consumption of 120 units p.m. holding by IGRC is not proper. Being aggrieved by order of IGRC she approached to this forum.

3. Non applicant denied the applicant's case by filling reply dated 10.04.2017. It is submitted that as per order of IGRC, SNDL is ready to revise the bill.

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

5. In case no.129/2017 IGRC hold as per order dated 11-03-2017 (1) to replace the meter immediately and (2) to revise the bill from October-2016 till replacement of the meter considering monthly average of 120 units and give credit of balance amount.

6. We failed to understand, on what basis IGRC hold average of 120 unit p.m. Applicant is working as maid servant and a poor lady and her husband is working as Security Guard. There is only 1 Room and 1 Kitchen. In spot inspection report connected load is given 1) Fan-1, 2) CPL Bulb-1, 3) TV-1 4) Cooler-1. Period of October-2016 to January-2017 was a Winter period therefore it is clear that there was no use of Cooler by this poor family in Winter. Husband of the applicant is Security Guard and he remains outside the house for about 8 to 9 hours daily. Applicant is also working as maid servant and goes to attain the household work. Therefore at the most she may use electricity for about 10 hours out of 24 hours daily. We have technically calculated connected load excluding Cooler for 10 hours and it comes to 43 unit p.m. Therefore in our opinion it is necessary to revise bill of the applicant for the period October-2016 to January-2017 considering monthly average of 43 units and to revise the bill.

7. Hence forum proceed to pass the following order.

**ORDER**

1. Grievance application is partly allowed.
2. Order passed by IGRC dated 11-03-2017 in case no.129/2017 is modified and cancelled.
3. Non-applicant is directed to revise the bill of applicant for the period October-2016 to January-2017 considering average 43 unit p.m. and to revise the bill and to give credit to applicant.
4. Non-applicant is directed to comply within 30 days from the date of this order.

Sd/-  
(N.V.Bansod)  
**MEMBER**

sd/-  
(Mrs.V.N.Parihar)  
**MEMBER/SECRETARY**

sd/-  
(Shivajirao S. Patil),  
**CHAIRMAN**