

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

Case No. CGRF(NUZ)/055/2008

Applicant : Shri Ramchandra Urkuda Awale
Plot No. 63, Anantnagar,
NAGPUR.

Non-applicant : MSEDCL represented by
the Nodal Officer-
Executive Engineer,
Civil Lines Division, NUZ,
Nagpur.

Quorum Present : 1) Shri S.D. Jahagirdar,
Chairman,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.

2) Smt. Gouri Chandrayan,
Member,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.

3) Shri S.F. Lanjewar
Executive Engineer &
Member Secretary,
Consumer Grievance Redressal
Forum, Nagpur Urban Zone,
Nagpur.

ORDER (Passed on 18.11.2008)

This grievance application is filed on 01.11.2008 under
Regulation 6.4 of the Maharashtra Electricity Regulatory Commission

(Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulation, 2006 here-in-after referred-to-as the said Regulations.

The applicant's grievance is in respect of excessive energy bills issued to the applicant against a defective meter during the period from December 2007 to June 2008. He has prayed for appropriate revision of his bill in accordance with his average monthly pattern of energy consumption.

Before approaching this Forum, the applicant had filed his complaint on the same subject matter before the Internal Grievance Redressal Cell (in short, the Cell) on 12.08.2008 under the said Regulations. However, there was no response from the Cell. Hence, this grievance application.

The matter was heard on 18.11.2008.

The applicant contended that energy bill for Rs.13,294/- for consumption of 2117 units was issued on 05.06.2008 which was not only excessive but it was also improper and unjustified. On receipt of this bill, he approached the non-applicant's officials by filing his application dated 18.06.2008. However, the applicant's grievance about excessive billing has not been redressed to his satisfaction. His old meter, being meter no. 2068526, was replaced by a new meter, being meter no. 10053720 on 18.06.2008. He also submitted another application, being application dated 21.07.2007 to the non-applicant for revising his excessive energy bill. However, his application was not accepted. Subsequently on 24.07.2008 a supplementary energy bill for Rs.7810/- was issued on 24.07.2008. He contended that the billing done to him from December, 2007 till 18.06.2008 against his meter, being

meter no. 2068526 was incorrect. He lastly requested that his energy bills from December, 2007 to 18.06.2007 may be revised appropriately as per his past average monthly energy consumption pattern. He added that his meter, being meter no. 2068526, was defective.

No parawise report has been submitted by the non-applicant despite due notice to that effect. No plausible explanation was also submitted by him for not furnishing the parawise report. The Dy. E.E. who was present on 18.11.2008 admitted during the course of hearing that the applicant's meter, being meter no. 2068526, was defective and it was replaced by a new meter on 18.06.2008. He also admitted that the billing done to the applicant from December, 2007 to 18.06.2008 was not proper in as much as it was done against a faulty meter. Copies of CPL are produced on record by him. When asked, the Dy. E.E. stated that the defective meter has not been tested in the testing laboratory. Reasons for not testing the meter are not furnished by him.

He agreed to set-right the billing done to the applicant as per the MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005 hereinafter referred to as the Supply Code Regulations.

In this case, it is crystal clear that billing done to the applicant from December, 2007 till 18.06.2008 against defective meter bearing no. 2068526 was unjust and improper. There is an oral admission of the non-applicant that the applicant's meter was faulty during December 2007 to 18.06.2008. Entries recorded in the CPL also corroborate this position. Hence, it is proved that the applicant was billed in-appropriately due to a defective meter. Hence, as per

Regulation 15.4.1 of the Supply Code Regulations, the amount of consumer's bill shall be adjusted for a maximum period of three months prior to the month in which the dispute has arisen.

Hence, we direct the non-applicant to revise the applicant's disputed energy bills for a maximum period of three months based on his average monthly energy consumption calculated during the past period of 12 months from December 2006 to November 2007 which comes to around 154 units per month. Needless to say, the energy bill amounts already paid by the applicant during the disputed period from December, 2007 till 18.06.2008 against the applicant's previous meter, being meter no. 2068526, have to be considered by the non-applicant while working out the exact amount of credit admissible to the applicant.

The applicant's grievance application is thus allowed and it stands disposed off accordingly.

The non-applicant shall carry out this order and report compliance to this Forum on or before 15.12.2008.

Sd/-	Sd/-	Sd/-
(S.F. Lanjewar)	(Smt. Gauri Chandrayan)	(S.D. Jahagirdar)
Member-Secretary	MEMBER	CHAIRMAN

**CONSUMER GRIEVANCE REDRESSAL FORUM
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's
NAGPUR URBAN ZONE, NAGPUR.**