

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

Case No. CGRF(NZ)/71/2017

Applicant : Shri Ramapati R. Tripathi,
User. Smt Kumkum Sinha,
Flat 302. Safel Appartment,
Bharat Nagar, Nagpur-440033.

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

Applicant: - Smt Kumkum Sinha, Applicant 's representative

Non- applicant:- 1) Shri.Vairagade , EE, Nodal Office,MSEDCL
2) Shri Dahasahastra, SNDL Nagpur.

Quorum Present: - 1) Mrs. V.N.Parihar,
Member, Secretary & I/C.Chairman.

2) Shri N.V.Bansod,
Member

ORDER PASSED ON 07.09.2017.

1. The applicant filed present grievance application before this Forum on 12.07.2017 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressed Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as said Regulations).
2. Non applicant, denied applicant's case by filing reply dated 05.08.2017
3. Forum heard arguments of both the sides and perused record.

4. Applicant Mrs. R.P.Tripathi, flat no.302, Safal Apartment, Bharat Nagar, Amaravati Road, Nagpur-33 tenant of Smt. .Kumkum Sinha, filed her grievance application for excessive units charged to the consumer no.410012242607, for the consumption recorded by meter bearing no.904999 from the month of May-2017. Hence asked for revision of the said the energy Bills issued to her since the date disputed meter is installed at her premises.

5. Non-applicant In his reply dated 03-08-2017 stated and denied the contention of the applicant and stated that all Energy bills issued are as per meter reading only. Meter testing of disputed meter no. 904999 was carried out at SNDL laboratory on dt 11.07.2017 and it was found O.K i.e Meter Error found within permissible limit. Accordingly, on the basis of the photo meter reading taken, the bills issued to the applicant are in order .

6. Non-applicant in his reply further stated that, as meter accuracy is within limit, and bills issued by them is as per the reading only, Hence prayed to the forum to direct the Applicant to pay the same and dismiss the grievance application. Non-applicant also filed the consumption statement of the Applicant (CPL)for the record.

7. Applicant filed her grievance with IGRC on dt.12.07.2016.Accordingly matter was heard and IGRC rejected the appeal by its order stating that ,the disputed meter has been tested in the MTL in the presence of the applicant and found to be normal with error of less than 1.0% i.e. within permissible limit. Now since the disputed meter is found to be working normal and the bills are issued with metered consumption, there is no reason to revise the bills.

The applicant's grievance application, therefore, stands rejected.

8. Aggrieved by this decision of IGRC, Applicant filed his grievance application with this forum for necessary relief.

9. To enable the Applicant and Non-applicant to put forth their arguments in person, a hearing was conducted before the forum on dt.08.08.17.

10. During the argument and discussion, Applicant reiterated the same facts as stated in application that consumption recorded by the disputed meter does not commensurate with her actual usage of power. Hence she suspected that meter might be faulty.

11. Non-applicant also stated same facts as per written argument and prayed to forum to dismiss the grievance application.

12. During the course of argument, Applicant expressed doubt about correctness of Testing carried out in SNDL Meter Testing Laboratory. Therefore forum asked the applicant whether she is willing to test the meter in MSEDCL lab to rule out the apprehension regarding correctness of the meter of the Applicant. Accordingly she paid Testing Fee of MSEDCL. Forum directed non-applicant to arrange requisite testing in the presence of applicant. Also Non-applicant was asked to submit photocopy of meter readings.

13. The disputed meter is tested in MSEDCL laboratory on dt 31.08.2017, and it was found O.K i.e. Meter Error found within permissible limit. Non-applicant furnished soft copy of the Photo-meter readings taken. Careful perusal of the same justified the fact that meter readings are correctly taken by meter reader and they are as per CPL.

14. During hearing, on perusal of the consumption statement of the applicant from the month May-2017, June-2017, July -2017, recorded consumption is 346, 1373,1103 units resp. From the soft copy filed by Non-applicant, photo meter reading is verified by the forum and found to be as per given in CPL.The Spot inspection report reveals sufficient load i.e. 4- Fan,CFL-5,TV-1,Freeze-1,Cooler-1,AC(1.5 Ton)-1,Washing machine-1,Microwave oven 1,Kitchen Chimney-1.

15. Forum observed that disputed meter is tested twice, in both the Meter Testing Laboratory of SNDL and MSEDCL and found to be OK. Also meter readings taken and shown in CPL are also correct which can be clearly seen from soft copy of photo meter reading produced on record by the Non-applicant. It is therefore concluded by the Forum that units/consumption charged by the Non-applicant is recorded by the meter only. Considering the fact that, 1) Meter accuracy is within limit. 2) energy bills are issued as per meter reading only.3) Applicant's actual usage of electrical supply is responsible for the said metered consumption, since the disputed meter is found to be working normal and the bills are issued with metered consumption, there is no reason to revise the bills. The claim of the applicant, to revise energy bills of disputed meter cannot be accepted and therefore Applicant has to make its payments. Hence the observations & findings as well as order of IGRC are justified .We find no reason to interfere in the IGRC order and Grievance application is rejected.

16. Thus we proceed to pass the following order.

ORDER

1) Grievance application is dismissed.

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

sd/-
(**Mrs.V.N.Parihar**),
MEMBER/SECRETARY & I/C. CHAIRMAN

