

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

Case No. CGRF(NUZ)/74/2014

Applicant : Smt. Sajidabee Sheikh Rasool,
Gokul Vedant Apartments 2,
Flat No. 101, Yogendranagar,
Nagpur.

Non-applicant : Nodal Officer,
The Superintending Engineer,
(Distribution Franchisee),
MSEDCL,
NAGPUR.

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

2) Adv. Subhash Jichkar
Member.

3) Shri Anil Shrivastava,
Member / Secretary.

ORDER PASSED ON 5.7.2014.

1. The applicant filed present grievance application before this Forum on 14.3.2014 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 receiving excessive bills from April 2013 and therefore requested SNDL to test the meter and revise the bill. Her meter was tested by Acucheck on 29.8.2013 and referred for lab testing but no action for replacement

and testing of the meter in the laboratory was taken by SNDL. Therefore applicant filed grievance application before I.G.R.C. Learned I.G.R.C. passed order dated 28.10.2013. However, applicant is not satisfied with the said order and therefore approached to this Forum, requested to test the meter and to revise the bill.

3. Non applicant denied applicant's case by filing reply dated 28.3.2014. It is submitted that bills are issued as per meter reading. Meter of the applicant was replaced in March 2013 and new meter was installed. Meter was tested on 29.8.2013 by Acucheck and meter was referred to the laboratory for testing purposes. The applicant was not satisfied with test report and therefore he filed grievance application before I.G.R.C. Learned I.G.R.C. ordered to replace the meter and to test the meter in the laboratory and to revise the bill as per meter testing report of the laboratory. Meter was tested in the laboratory on 27.12.2013 and it is found O.K. and therefore bills can not be revised.

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

5. During the course of hearing it was ordered by the Forum by order dated 1.4.2014 to test the meter in the laboratory of M.S.E.D.C.L. and to submit test report. Even then meter is not tested in the laboratory of M.S.E.D.C.L. and test report is not filed on record for the reason best known to SNDL and M.S.E.D.C.L. Therefore we have no other alternative but to turn towards other material on record.

6. Record shows that meter of the applicant was tested by SNDL by Acucheck on 29.8.2013 and referred for lab testing. However, no action for replacement and testing of the meter in the laboratory was taken by Commercial Manager of SNDL and hence applicant filed case No. 514/13 before I.G.R.C. Learned I.G.R.C. passed order dated 28.10.2013 and directed Commercial Manager of SNDL to replace the meter immediately as it was already over delayed considering the date of acucheck as on 29.8.2013 and to test the same in the testing laboratory and forward copy of laboratory testing report to I.G.R.C. for Redressal of grievance but Commercial Manager of SNDL has neglected applicant's original complaint as well as instructions given by I.G.R.C. Therefore I.G.R.C. passed speaking order dated 28.10.2013 and directed Commercial Manager of SNDL to replace the meter in 24 hours from the date & time of receipt of the order and test it on the next day of replacement of meter invariably in presence of the applicant and take action to redress billing complaint of the applicant as per laboratory test report if so necessitated. Commercial Manager was directed to submit compliance report on or before 5.11.2013.

7. Record shows that meter was tested in the laboratory on 27.12.2013 and the meter is found O.K. We have carefully perused this meter testing report in the laboratory dated 27.12.2013. It bears signature of the applicant in Urdu Language which is similar signature as compared to signature at the bottom of grievance application. Therefore it is clear that meter was tested in the laboratory in presence of the applicant and it is found O.K.

8. Secondly, SNDL produced spot inspection report on record dated 25.3.2014. It shows that there are 4 rooms in the house of the applicant and there is sufficient connected load. We have also carefully perused CPL of the applicant. Considering the connected load shown in spot inspection report, in our opinion, consumption is not excessive. Further more, meter is already tested firstly by acucheck and in the laboratory and it is found O.K. Therefore bills of the applicant can not be revised.

9. It is true that as per the regulations, it was incumbent on the part of the Forum to dispose off the matter within 60 days from the date of presentation. However, in spite of speaking order by the Forum about filing of test report on record, meter of the applicant was not tested for a long time and there was delay in submission of testing report on record. Secondly, previously matter was heard by Incharge Chairman Shri Bute & Incharge Member / Secretary Shri Wasnik, but during the pendency of the matter, both of them transferred from this Forum. Shri S.S. Patil, Regular Chairman and Shri A.S. Shrivastava regular Member / Secretary of Forum joined the Forum. Therefore it was necessary to rehear the matter before new members. Accordingly, specific order in writing was passed on Dt. 10.6.2014 and again matter was fixed for hearing on 20.6.2014. At the second time before new body of the Forum, the matter was reheard and therefore today we are delivering judgement. Due to this reason, Forum could not dispose off the matter within 60 days from the date of presentation.

10. Order passed by I.G.R.C. is legal and proper and needs no interference. Hence following order : -

ORDER

- 1) Grievance application is dismissed.

**Sd/-
(Anil Shrivastava)
MEMBER
SECRETARY**

**Sd/-
(Adv. Subhash Jichkar)
MEMBER**

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