

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

Case No. CGRF(NUZ)/89/2014

Applicant : Late Aasaram D. Madankar,
Thr:- Shri Chintaman A. Madankar,
Siraspeth, Umred Road,
behind Navpratibha School,
Mata Mandir Road,
Nagpur:09.

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 16.4.2014 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 October 2013. Meter of the applicant was tested by Acucheck and found to be normal. Therefore applicant filed grievance application before I.G.R.C. Learned I.G.R.C. passed order dated 27.1.2014 but applicant is not satisfied with the said order. Therefore he approached to this Forum and requested to test the meter in the laboratory and to revise the bills.

3. Non applicant denied applicant's case by filing reply dated 28.3.2014. It is submitted that meter of the applicant was tested and it is found O.K. Bills are issued as per the meter reading and therefore can not be revised.

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

5. As per order dated 28.4.2014, it was ordered by the Forum to test the meter in the laboratory of M.S.E.D.C.L. and to submit test report on or before 13.5.2014. However, up till now meter testing report is not filed on record. Concerned officers of SNDL and M.S.E.D.C.L. argued before the Forum that meter is not available and therefore can not be tested. Therefore we have no other alternative than to turn towards other material on record.

6. Record shows that applicant complained the SNDL regarding excessive bills from October 2013. Meter was tested by

acucheck and found normal. Commercial Manager of SNDL has investigated the reason for this bill and found that wrong reading was punched in I.T. Accordingly he has revised bill of October 2013 for 25 units only considering the correct meter reading of 9150 instead of 9734 already punched and gave credit of 7734.62 which was reflected in the billing month of November 2013.

7. Record also shows that as per spot inspection report on 4.1.2014 the actual meter reading was 9730 and bill of November 2013 was issued with meter reading of 9901 and the bill of December 2013 was issued with meter reading of 9921. As such both these bills were wrong due to wrong punching of meter reading. Accordingly Commercial Manager has prepared credit sheet considering the meter reading of 9730 as on 11.12.2013 (billing date of December 2013 bill) for proposed credit of 191 units amounting to Rs. 3287.49 which will be reflected in the billing month of January 2014. Record shows that applicant was not aware of this additional credit and therefore he filed grievance application to Learned I.G.R.C. after receipt of bill of December 2013.

8. We have carefully perused order passed by Learned I.G.R.C. Dt. 27.1.2014. All these aspects are specifically observed by Learned I.G.R.C. in this order and further directed the Commercial Manager of SNDL to ensure that wrong meter reading of 9921 of December 2013 should be corrected in the system as 9730 as previous reading while generating bill of January 2014 in order to avoid

further billing complaint and Commercial Manager of SNDL was directed to submit compliance report by 5.1.2014. Record shows that proper action is already taken by Commercial Manager of SNDL and therefore Learned I.G.R.C. did not grant any further relief.

9. In our considered opinion order passed by Learned I.G.R.C. is legal and needs no interference. Record shows that there are 4 rooms in house of the applicant and there is sufficient connected load including the water pump. We have carefully perused CPL of the applicant. In our opinion grievance of the applicant is already redressed by Learned I.G.R.C. and no further relief can be granted. Grievance deserves to be dismissed.

10. 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.

11. Hence following order : -

ORDER

1) Grievance application is dismissed.

Sd/-
(Anil Shrivastava)
MEMBER
SECRETARY

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Shivajirao S. Patil),
CHAIRMAN