

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

Case No. CGRF(NUZ)/17/2014

Applicant : Shri Dhamma Nilkanth Banmare,
Indora, Bhandar Mahalla,
Post Bezanbagh,
Nagpur.

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

Quorum Present : 1) Shri Vishnu S. Bute,
Chairman.

2) Adv. Subhash Jichkar
Member.

3) Shri B.A. Wasnik,
Member Secretary.

ORDER PASSED ON 7.3.2014.

1. The applicant filed present grievance application before this Forum on 9.1.2014 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 residential consumer of non applicant, bearing Consumer No. 410013475664. He has received excessive bills since past few months He complained to non applicant. Non applicant informed that his meter is O.K. Hence he

approached I.G.R.C. However, I.G.R.C. disposed off the grievance application of the applicant by order dated 16.12.2014. Hence consumer filed present grievance application before this Forum for revision of excessive bill.

3. Non applicant denied applicant's case by filing reply Dt. 28.1.2014. It is submitted that consumer is being issued energy bills as per meter reading. On consumer's complaint, meter No. SND-20574 was tested by acucheck and it was found O.K. The consumer approached to I.G.R.C. Learned I.G.R.C. has directed to replace the meter. Hence Meter No. SND-20574 was replaced and new Meter No. 65/C1020162 was installed. Old meter No. SND-20574 was tested in the testing laboratory where also meter was found O.K. As the meter is O.K. bill of the applicant can not be revised. As such Grievance application may be dismissed.

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

5. During the hearing, it was directed by the Forum that the meter of the applicant bearing Sr. No. SND-20574 should be tested in M.S.E.D.C.L's laboratory and testing report should be submitted before this Forum on or before 7.2.2014. Accordingly, Executive Engineer, Testing Division (U), MSEDCL, Nagpur submitted meter testing report on record to the effect that the meter is O.K. Hence it is clear that the consumption recorded by the meter is the actual consumption utilised by the applicant.

6. However, Forum observed from the CPL that meter reading was not taken by the non applicant in 4 months out of 6 months from March 2013 to August 2013 showing 'Inaccessible' status. The reading taken in August 2013 for 3193 units seems to be abnormal and on higher side, especially when reading taken in May 2013 is much less than reading in August 2013. Hence this Forum is of the opinion that the reading taken in August 2013 should be divided in 6 months and bill should be revised.

7. For these reasons, Forum proceeds to pass following order: -

ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is directed to withdraw the billing from March 2013 to August 2013 along with DPC, interest & other charges if any.
- 3) Non applicant is also directed to divide the reading taken in August 2013 into 6 months i.e. from March 13 to August 2013 and bill should be revised by giving suitable slab benefit.
- 4) Non applicant is further directed to deduct the amount already paid by the applicant during the above period from the revised bill.
- 5) Non applicant should submit compliance within one month from the date of this order.

Sd/-
(B.A. Wasnik)
MEMBER
SECRETARY

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Vishnu S. Bute),
CHAIRMAN