

bill, she was asked to deposit Rs.100/- towards meter testing charges. She paid the amount on 10-07-2013. Non applicant informed that her meter was tested and it was found O.K. She is not satisfied with this result as the meter was not tested in her presence. She approached IGRC for Redressal of her grievance. However, IGRC rejected her application by order dated 10-03-2014. Therefore she filed present grievance application before this Forum.

4. Non applicant denied the applicant's case by filing detail reply dated 22-04-2014. It is submitted that meter of the applicant was tested in meter testing laboratory at Hinganghat Division where the said meter was found working properly. When the applicant approached IGRC, it has held that since the meter is O.K., there is no scope for any revision and applicant was directed to pay the bill immediately. Furthermore, as due notice of disconnection is issued by the non applicant, there is no question of compensation for illegal disconnection. Hence the grievance application may be dismissed.

5. The Member & the Technical Member of the Forum submitted a note as under,

We have gone through the documents on record & submissions made by both the parties, the grievance of the applicant is about the bill of 1405 units issued in the M/o May 2013 by the respondent. The applicant complained the matter & paid the meter testing fee on 21.06.2013. The said meter was replaced in July 2013. The replaced meter was tested in the laboratory on 14.08.2013 which says that the meter was found ok. The applicant, however not agree with the report of meter testing as it was not tested in her presence. On the other hand the respondent decline to revise the bill as the meter was

found ok while testing. The applicant stopped making payment of the electricity bills from March 2013, the last payment was made on 18.03.2013 by the applicant. Due to non payment of electricity dues, the respondent issued 15 days notice of disconnection on 18.12.2013 & the supply was disconnected on 02.01.2014. The applicant, however made written complaint to the respondent on 21.01.2014 in which it was requested to test the meter No. 7613611572 which was replaced in July 2013 & accordingly correction in the bill.

It is apparently clear from the documents on record that the connected load which was actually connected in the house of the applicant is more than the load which was shown in the bill. The applicant in her letter dated 03.01.14, 21.01.14 & 05.05.14 had given different versions about the connected load. Therefore the contention of the applicant that the bill issued to her for the month of May 2013 is excessive as the connected load of the applicant is very less is not correct.

It appears from the bill of May 2013 that the said bill was of two months as the previous bill of April 2013 was issued on Average basis being Inaccessible. It also appears from the bills that from January 2013 to April 2013 the units recorded 13,41,34 & 35 respectively was considerably on lower side as compared to the units from April 2012 to December 2012. The meter which was replaced in July 2013 recorded the consumption was more as compared to January 2013 to April 2013. It may therefore derive that the consumption recorded in the M/O May 2013 was accumulated consumption & therefore it is correct. Also as the meter was found Ok during testing ,there is no need of revision in the bill.

The applicant was not satisfied with the meter testing report as it was not tested in her presence. In the hearing held on 05.05.2014, the Forum directed the respondent for retesting of meter in the presence of applicant or her representative & submission of the said report. The respondent tested the meter on 09.05.2014 in presence of the applicant, it was again found that the said meter was ok.

In view of above circumstances & documents on record that the said meter was ok. The bill was issued as per the reading recorded in the meter. Therefore there is no need to revise the bill of May 2013 (Two Months) . The applicant didn't make payments of electricity bills from March 2013, hence arrears rose upto 15340/- as on December 2013. The respondent after issuing 15 days notice, disconnected the supply on 02.01.2014 due to non payment of arrears. The respondent has the right to recover the entire amount of charges of electricity supplied to the applicant & therefore the action of the respondent to disconnect her supply is correct. We opine that the applicant should make the payment of her electricity bills in two installments due on her. After making the payment the respondent should reconnect the supply of the consumer.

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

7. As per the meter testing report submitted by the non applicant, the meter was found O.K. in laboratory testing. However, meter was not tested in presence of the applicant which is essential on the part of non applicant. It is observed that the connected load of the applicant is very less and ranges below 100 units per month since last more than one year. The connected load of the applicant is also very less. Under these circumstances it is not justified that consumption as huge as 1405

units can be recorded by the meter for one month only. There is no defence from the respondent that the consumption is of two months. CPL of the consumer is not produced on record, as directed by the Forum. Therefore considering the connected load of the applicant it is clear that the consumption of 1405 units for May 2013 is definitely excessive, incorrect and can not be accepted. The non applicant did not investigate the possibilities of excessive reading of the meter after receipt of the complaint from the applicant.

8. As per the provisions of Regulation 8.1 of the MERC (CGRF & EO) Regulations 2006, the order is to be passed by majority of votes of the members. In the case in hand, the Chairman is of the opinion that in absence of any convincing pleading from the respondent the bill for the month of May 2013 is excessive and incorrect. However the member and the technical member are of the opinion that the bill is just and proper. So we pass the order by majority of votes.

9. For these reasons, the Forum proceeds to pass following order by majority.

ORDER

i) Grievance application No.41 of 2014 is hereby dismissed.

ii) No order as to costs.

Sd/- (Adv.Gauri D.Chandrayan) <u>MEMBER</u>	Sd/- (Ms.S.B.Chiwande) <u>MEMBER SECRETARY</u>	Sd/- (Vishnu S. Bute) <u>CHAIRMAN</u>
<u>CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR ZONE NAGPUR</u>		
<u>(Nagpur Dtd. 21st day of May, 2014)</u>		

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NO. CGRF/NZ/

Date :

Certified copy of order dated 21st May, 2014 in Case No.41 / 2014 is enclosed herewith.

Member-Secy/ Exe.Engineer,
C.G.R.F.(NZ)MSEDCL
N A G P U R

To,
Smt. Lata Prakash Dhale, At.Nandgaon, Po.Chincholi Tq.Hinganghat, Dist.Wardha

Copy s.w.r.to :-

1. The Chief Engineer(NZ), MSEDCL, Vidyut Bhavan,Katol Road, Nagpur.

Copy f.w.cs.to:

1. The Executive Engineer/Nodal Officer., O&M Circle Office, MSEDCL.Wardha
2. Executive Engineer,C.C.O&M Dn., MSEDCL, Hinganghat.
for information and necessary action.

Address of the Electricity Ombudsman is given as below.

Office of - The Electricity Ombudsman,
12, Srikrupa, Vijay Nagar,
Chhaoni, Nagpur-440 013
0712-2596670