

CONSUMER GRIEVANCES REDRESSAL FORUM;
MSEDCL NAGPUR (RURAL) ZONE NAGPUR
COMPLAINT NO. 62/2013

Shri Tulshiram Pandurang Pudke
At.Gandhi ward Tiroda
Tq.Tiroda
Dist.Gondia.

Complainant

,,VS.,

1. Executive Engineer,
MSEDCL,O&M Division,
Gondia.
2. Executive Engineer/Nodal Officer,
I. G. R. C., Circle Office,
MSEDCL,Gondia.

Respondents

Applicant represented by 1) Shri Prakash Tulshiram Pudke (son of the applicant)
Respondents represented by 1) Shri Avinash Shastri,Dy. Exe. Engineer, Gondia.

CORAM

Shri Vishnu S. Bute, Chairman.
Adv. Gauri D. Chandrayan, Member
Ms. S. B. Chiwande, Member-Secretary.

JUDGEMENT

(Delivered on this 12th day of August, 2013)

2. Shri Tulshiram Pandurang Pudke R/o. Tiroda Dist.Gondia, the applicant, is a domestic consumer. It is the contention of the applicant that the meter installed at his residence was not working. He informed the MSEDCL, the respondent, on 01-10-2011. However the respondents have not taken any action.

On 18-12-2012 the flying squad of the respondent came to the residence of the applicant. The squad carried out the inspection. The respondent issued the bill of Rs.2770/-. The bill is a wrong. He approached the IGRC Gondia. The IGRC dismissed the application vide order no.SE/GND/Tech/2086 dated 28-05-2013. So the applicant

presented this application under the provisions of Regulation 6.4 of the MERC (CGRF & EO) Regulations 2006.

3. A notice was issued to the respondent. The respondent submitted reply under no.EE/Gondia/Tech/5116 dated 03-08-2013. The case was fixed for personal hearing on 07-08-2013. Shri Prakash Tulshiram Pudke, the son of the applicant, was present for the applicant. Shri Avinash Shastri, Dy.Executive Engineer, Gondia represented the respondent. Both the parties were heard.

4. Shri Prakash Tulshiram Pudke, stated that he is a resident of the Gandhi ward, Tiroda, Dist.Gondia. His consumer no. is 432330127133. The electricity meter installed at his residence was not working. So he gave a complaint in the office of the respondent on 01-10-2011. However the meter was not changed.

On 18-12-2012 the flying squad came to inspect the meter. They were told that the applicant already registered a complaint about faulty meter. Shri Dhole, a member of the squad, told that they are taking information about the replacement of the meter. They also put endorsement, "Replace the faulty meter immediately." They took the signature of the applicant without writing the full details in the inspection form.

Thereafter in Jan 2013 the applicant received a bill of Rs.2770/-. The consumption was shown as 150 units per month. The respondent gave a copy of the inspection report. The report is not proper. The applicant has no electric motor / pump set at his residence. However the inspection report show the use of electric motor / pump set by the applicant. The applicant requested the assessment made on the basis of the report may be set aside.

5. In reply Shri Avinash Shastri, reiterated to the reply dated 05-08-2013. It was also stated that the flying squad inspected the meter installed at the residence of the applicant on 18-12-2012. The meter was faulty. So taking into consideration the connected load of 1.2 k.w. a bill, taking into consideration the average consumption of 203 units per month, was issued. The bill is for three months. The bill is proper. It is issued as per rule.

6. We have perused the record. We have heard the arguments of both the parties. It is admitted fact that the meter was defective. As per the applicant he himself informed the respondent. He also produced the copy of the application dated 01-10-2011.

The report of the flying squad also say, "Meter found faulty. (1) Replace meter immediately. (2) Assessment done due to less billing."

This clearly show that the meter was stopped. It was not working.

There are clear provisions under Regulation 15.4.1 of the MERC (Electricity supply code & other condition of supply) Regulations 2005, about the billing in the event of defective meters. The respondents made the assessment taking into consideration the connected load factor. However they have not quoted any authority in support of their action.

In view of the provision stated above, the assessment and the bill issued by the respondent can not be justified. It is liable to be set aside.

So we pass the following order,

ORDER

- i) Application No.62 of 2013 is partly allowed.
- ii) The bill of Rs.2770/- issued on the basis of inspection report is hereby set aside.
The penalty / interest amount if any is also set aside.
- iii) The respondent may assess the bill as per the provisions of Regulation 15.4.1 of the supply code.
- iv) No order as to cost.

Sd/-	Sd/-	Sd/-
(Adv.Gauri D.Chandrayan)	(Ms.S.B.Chiwande)	(Vishnu S. Bute)
<u>MEMBER</u>	<u>MEMBER SECRETARY</u>	<u>CHAIRMAN</u>
<u>CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR ZONE NAGPUR</u>		
<u>(Nagpur Dtd.12th day of August, 2013)</u>		

CONSUMER GRIEVANCE REDRESSAL FORUM
NAGPUR ZONE (RURAL) M. S. E. D. C. L.

Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,
NAGPUR – 440013

Email.id- cgrfnz@mahadiscom.in
cgrfnz@gmail.com

(O) 0712- 2022198

NO. CGRF/NZ/

Date :

Certified copy of order dated 12th August,2013 in Case No.62 / 2013 is enclosed herewith.

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

To,
Shri Tulshiram Pandurang Pudke, Gandhi ward, Tiroda Dist.Gondia

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.Gondia
2. The Executive Engineer,C.C.O&M Dn., MSEDCL, Gondia
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