

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

Case No. CGRF(NZ)/69/2016

Applicant : Shri Trimbakeshwar S. Kasarla
23, Shiv Arcade, Bhilgaon
Tq.Kamtee, Nagpur-02.

Non-applicant : Nodal Officer,
The Executive Engineer,
O&M DN.1 NRC,MSEDCL,
NAGPUR.

Applicant :- In person.

Respondent by 1) Shri Talewar, EE, O&M Dn.1 Nagpur
2) Shri Madane, Dy.EE Kamptee

Quorum Present : 1) Mrs. V.N.Parihar,
Member, Secretary
& I/C.Chairman.

2) Shri N.V.Bansod,
Member

ORDER PASSED ON 07.06.2016.

1. The applicant filed present grievance application before this Forum on 23.05.2016 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as said Regulations).
2. Non applicant, denied applicant's case by filing reply dated 02.06.2016.
3. Forum heard arguments of both the sides and perused record.

4. Applicant filed his application for correction of excessive bill in the month of January-2016 & February-2016 as applicant started residing in the house since 1st of January-2016.

5. Non-applicant In his reply dated 02-06-2016 denied the contention of the applicant and stated that the reading in the month of January-2016 is 477 units & February-2016 is 725 units which are as per meter reading. Meter testing was carried out and it was found O.K. Accordingly on the basis of the photo meter reading taken and the bills were issued to the applicant.

6. Non-applicant in his reply further stated that, the applicant is having 3 – CFL, 1- Fan, 1 - Bulb & 1 – computer in his small house as per spot inspection carried out by them. Non applicant stated that bill issued by them is as per the reading only and hence applicant should be directed to pay the same. Non-applicant also filed the consumption statement of the applicant. On perusal of the consumption statement from May-2015 to December-2015 i.e zero consumption and in January-2016, February-2016, March-2016 & April-2016 consumption is 477, 725, 42 units and zero units. Non-applicant replaced the said defective meter on dated 23-02-2016 by the new meter having no.6501311460.

7. During the arguments in the forum, the technical query was raised by the forum to non-applicants i.e. Mr.Talewar, Executive Engineer as well as Mr.Madane, Dy.Executive Engineer, both of them in reply stated that, such type of situation of sudden spurt or rise in current may results in shooting up of reading of meter and this is acceptable technical fault of meter shoot up and subsequently meter getting restored. It can happened in any meter but in the present meter also this seems to

have happened but it does not get restored.

8. It is observed by the forum that quorum of IGRC consists of totally Technical Engineer seems to have overlooked pertinent facts of such a situation wherein meter reading is shooting up, the spot inspection of small residential house as well as factual working hours and usage of electricity in this small house having negligible load. Hence the observation & findings as well as order of IGRC is deserved to be quashed & set aside.

9. During the argument and discussion, non-applicant accepted the load stated by them in the reply and the usual consumption of applicant as always 42 units per month.

10. In view of the above factual position & spot inspection by non-applicant, forum is of firm opinion that sudden rise of unit consumption in meter is due to meter shoot up and being a technical fault applicant is not responsible for meter shoot up in reading and its payments.

11. Therefore, forum is of the view that non-applicant should issue revised bill for the month of January-2016 & February-2016 as per consumption of March-2016, being only base available for revision, without DPC & interest and same is consented by non-applicant.

12. Hence the following order.

ORDER

1) Grievance application is allowed.

- 2) Non-applicant is directed to issue revise bill for the month January-2016 & February-2016 on the basis of consumption of March-2016 without DPC and interest.
- 3) Non-applicant is directed to comply within 30 days from the date of this order and applicant is further directed to pay the revised bill.
- 4) Order of IGRC is quashed & set aside.
- 5) Non-applicant is directed to submit compliance within 30 days from the date of this order.
- 6) No order as to cost.

Sd/-
(N.V.Bansod)
MEMBER

sd/-
(Mrs.V.N.Parihar),
MEMBER/SECRETARY
& I/C. CHAIRMAN