

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

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**Case No. CGRF(NUZ)/01/2010**

- Applicant : M/s. Rupchand Hotel Pvt. Ltd.,  
Plot No. H-4, Old Pardi Naka,  
Kalmana Market Road,  
Nagpur.
- Non-applicant : MSEDCL represented by  
the Nodal Officer-  
Executive Engineer,  
Gandhibag Division, NUZ,  
Nagpur.
- Quorum Present : 1) Smt. Meera Khadakkar  
Chairman,  
Consumer Grievance Redressal  
Forum,  
Nagpur Urban Zone,  
Nagpur.
- 2) Smt. Gouri Chandrayan,  
Member,  
Consumer Grievance Redressal  
Forum,  
Nagpur Urban Zone,  
Nagpur.
- 3) Shri S.F. Lanjewar  
Executive Engineer &  
Member Secretary,  
Consumer Grievance Redressal  
Forum, Nagpur Urban Zone,  
Nagpur.

**ORDER (Passed on 24.02.2010)**

The present grievance application has been filed on dated 19.01.2010 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 here-in-after referred-to-as the said Regulations.

The applicant has filed his present grievance application before this Forum on 19.01.2010 for refund of excess amount recovered from consumer for a period starting from June 2008, to November, 2008 & April 2009 and the meter of the consumer was faulty for the above period, however he has been charged excessive amount and was compelled to pay the said amount. The consumer has submitted that the electricity bill should be corrected and the excessive amount recovered from the consumer be refunded to him. The consumer had approached the Internal Grievance Redressal Cell on dated 27.10.2009. However, no action has been taken in this regard.

The non-applicant has filed his parawise reply on 09.02.2010. It is the non-applicant's case that the electricity bill of the consumer was corrected in the month of May, 2009. Similarly the old CT have been changed the electricity bill there after correct.

The consumer's electricity bill is corrected and now the consumer has paid an amount of Rs.72,270/- on 30.12.2009. The consumer has been charge for 3 months electricity consumption. Therefore, the consumer has no case for correction of the bills and refund of the amount.

Heard both the parties, the non-applicant has accepted the consumer's contention that his electric meter was faulty for the period stated by the consumer. It is thus clear that the consumer's electric meter was faulty from June 2008, November, 2008 and April 2009.

The non-applicant has stated that, in view of the faulty meter the consumer's electricity bill is corrected. The non-applicant is aware about the provisions of Regulation 15.4.1 of the MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005 hereinafter referred to as the Supply Code Regulations are applicable to the present case.

The interpretation of the provision is not correct. The non-applicant is entitled to recover the electricity bill for maximum period of

3 months prior to the month in which the dispute has arisen. The non-applicant has not taken into consideration the correct provision i.e. the non-applicant can not recover bills for the remaining period of faulty meter except the 3 months period as stated in Regulation 15.4.1. The non-applicant has committed the mistake in charging while correcting the electricity bills.

The consumer's contention that he is entitled to get benefit of the provision of 15.4.1 since June 2008 appears to be correct.

After considering the arguments of both the parties the grievance is allowed.

The non-applicant is directed to correct the electricity bill of the consumer for a period of June 2008 to November, 2008 and April 2009 as per the provision of Regulation 15.4.1 of MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005.

The non-applicant shall carry out this Order and report compliance to this Forum on or before 25.03.2010.

Sd/-	Sd/-	Sd/-
<b>(S.F.Lanjewar)</b>	<b>(Smt.Gauri Chandrayan)</b>	<b>(Smt. Khadakkar)</b>
Member-Secretary	MEMBER	CHAIRMAN

**CONSUMER GRIEVANCE REDRESSAL FORUM**  
**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's**  
NAGPUR URBAN ZONE, NAGPUR.

**Member-Secretary**

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