

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

Case No. CGRF(NUZ)/91/2012

Applicant : Sau. Ashadevi Wasnik,
At 53, Rajgruh, Misal Lay out,
Near Deshpande Flour Mill,
Jaripatka Road,
NAGPUR – 440 027.

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

Quorum Present : 1) Shri. Shivajirao S. Patil
Chairman,

2) Adv. Smt. Gouri Chandrayan,
Member,

3) Smt. Kavita K. Gharat
Member Secretary.

ORDER PASSED ON 19.10.2012.

1. The applicant filed present grievance application before this Forum on 24.8.2012 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as Regulations).

2. Applicant's case in brief is that meter of the applicant is faulty, it is fast and applicant is receiving excessive bills. Non applicant is issuing the bills just before 1 day of last date of payment.

3. Non applicant denied the applicant's case by filing reply Dt. 14.9.2012. It is submitted that applicant deposited Rs. 100/- for meter testing on 8.6.2012. Meter was tested on 31.8.2012 and found that meter is 4.70% fast. Accordingly electricity bills since March 2012 to August 2012 were revised and effect was given in the bill of September 2012. Amount of Rs. 453.08 was given credit in the account of the applicant. Faulty meter is changed and replaced on 6.9.2012. The applicant complained that he is not getting electricity bills well in advance but receiving the bill one day before last date of payment. However, bill of May 2012 was paid by the applicant on 5.6.2012 as per Receipt No. 3793661 and last date of payment was 8.6.2012. Therefore, it is clear that before 3 days of last date of payment, bill was paid by the applicant and hence there is no force in the contention of the applicant that applicant is not getting the bill well in time. The application may be dismissed.

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

5. During the course of hearing it was ordered by the Forum that meter be tested in the laboratory or M.S.E.D.C.L.

in present of the applicant, her representative and Member / Secretary of the Forum and to submit the report on or before 4.10.2012. Accordingly Dy. Executive Engineer, Testing Division, NUZ, Nagpur tested the meter of the applicant and filed meter testing report Dt. 1.10.2012 on record. This test report shows that meter is found in order.

6. Therefore it is clear that previous faulty meter which was fast by 4.70% is already replaced & credit of Rs. 453.08 is given to the applicant. Faulty meter is changed on 6.9.2012 and since then new meter is functioning. As per test report new meter is O.K. Therefore there is no necessity of revision of the bill.

7. Second grievance of the applicant is that he is receiving the electricity bills one day before but during the course of arguments, the applicant argued that before last date of payment, there is another date for prompt payment discount and it is necessary to issue the bill to the applicant before some days of prompt payment discount date. In our opinion, it is necessary for the non applicant to hand over the electricity bill to the applicant before some days of prompt payment discount date. This much relief only can be granted to the applicant. Hence Forum proceeds to pass the following order :-

ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is hereby directed to issue electricity bills regularly to the applicant before some days of prompt payment discount date every month.
- 3) All other reliefs claimed by the applicant are hereby rejected.
- 4) Non applicant to comply within 30 days from the date of this order.

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| Sd/- (Smt.K.K.Gharat) | Sd/- (Adv.Smt.GauriChandrayan) | Sd/- (ShriShivajirao S.Patil) |
| MEMBER SECRETARY | MEMBER | CHAIRMAN |