

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

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**Case No. CGRF(NZ)/108/2017**

Applicant : Smt. Geeta Shivraj Kottapalle,,  
H. No. 3472/32, Venuvan Soc.,  
Narendra Nagar, Near Rachna Vatika,  
Nagpur.

Non-applicant : Nodal Officer,  
The Superintending Engineer,  
(D/F), NUC, MSEDCL, Nagpur

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Applicant represented by : 1) Shri. Shivraj Kotapalle,

Non-applicant represented by: 1) Shri S. P. Darwade, Dy.Manager, MSEDCL.

2) Shri Dahasahastra, SNDL, Nagpur.

3) Shri Vasim Ahmad, SNDL, Nagpur.

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Quorum Present : 1) Shri Vishnu S. Bute,  
Chairman.

2) Shri N.V.Bansod,  
Member

3) Mrs. V.N.Parihar,  
Member Secretary.

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**ORDER PASSED ON 17-01.2018**

Smt. Gita Shivraj Kotapalle, House No. 3472/32 Venawan Society  
Narendra Nagar, Nagpur, the applicant, presented this application under the  
provisions of Regulation 6.4 of the MERC (CGRF & EO) Regulations 2006.  
The applicant contends that she was not getting the electricity bills from the  
respondent regularly. After lot of pursuation the respondent gave a bill in

August 2017. The bill was of Rs.40,012. The bill was given on average basis without taking actual meter reading. In fact the applicant deposited Rs.70,000/- in 2015. That time the applicant deposited excess amount. So now nothing is payable to the respondent. The CGRF may pass suitable order. The applicant will pay the bills regularly hereafter.

The IGRC rejected the application of the respondent by an order passed in case no. 494/2017 on 18-11-2017. Hence this grievance application.

A notice was issued to the respondent. The respondent submitted parawise reply. The case was fixed for personal hearing on 16-01-2018. Shri Shivraj Kotapalle, a representative, was present for the applicant. Shri Vasim Ahmad, Assistant Manager Vigilance, Shri Dahasahastra Consultant, and Shri Darwade Dy.Manager represented the respondent. Both the parties were heard.

The representative for the applicant contended that the applicant look a new meter in her house in May 2011. She was not getting the electricity bills. In 2015 some representatives of the respondent came to the house of the applicant. They directed to deposit Rs.70,000/-. They also threatened to cut power supply if the amount is not deposited. The applicant deposited the amount.

Even thereafter the applicant did not get the bills. She made complaints regularly. However those were of no use. In August 2017 the respondent issued the bill for the first time. The bill was of Rs.40,012/-. The bill was not according to the meter reading but it was issued on average basis.

The applicant requested that she had already deposited excess amount, so nothing more is payable. She will deposit the bills hereafter.

In reply the respondent stated that in December 2015 flying saud of the respondent visited the house of the applicant. It was noticed that the applicant did not pay any bill. That time the meter was showing the reading as 10326 KWH. The applicant was given a bill of Rs.70,000/- for a consumption of 10326 units. The applicant deposited amount vide cheque no. 33330 dt. 19-12-2015, without any complaint.

In August 2017 actual meter reading was 14757. So  $(14757 - 10326) = 4431$  units is the actual consumption of the applicant for the period from January 2016 to August 2017 i.e. of 20 months. The bill is of Rs.27243.50. Since the bill is as per actual consumption indicated by the meter, the bill is proper and correct. The order passed by the IGRC is proper. The application may be rejected.

We have perused the record. We have heard both the parties carefully.

It is admitted fact that the respondent failed to issue the electricity bills regularly.

The applicant did not mention her power consumption when she deposited Rs.70,000/- in December 2015. The respondent say, when the flying squad visited the house of the applicant the meter reading was 10326. The applicant never pay the bill since the installation of the meter. So she was given a bill for 10326 units amounting Rs.70,000/-. The applicant deposited the bill without any protest. We think the action was proper.

Thereafter the respondent issued the bill in July 2017. However subsequently it was revised. In August 2017 the respondent took actual meter reading. It was 14757. So  $(14757 - 10326) = 4431$  units was the actual consumption of the applicant during January 2016 to August 2017.

Since the calculation is based on actual meter reading we think it is proper. The applicant has not raised any valid and cogent objection to this calculation. So we are of the openion that the order passed by the IGRC is proper. It need no interference.

In addition we have noticed that the meter was installed in 2011. However the respondent issued bill to the applicant in August 2017, by taking meter reading properly. If the respondent would have issued the bills regularly probably the applicant might have paid the amount regularly. Since the bills were not issued regularly it will not be proper to lavy any penalty for non payment or late payment of the electricity bills.

So we pass the following order.

**ORDER**

- (1) Grievance application no. 108/2017 partly allowed.
- (2) Order passed by the IGRC in case No. 494/2017 on 18-11-17 is hereby confirmed.
- (3) In addition while calculating the bill amount (as directed by IGRC) the respondent will not charge any penal charges what so ever. So also slab benefit should be given at the appropriate rates prevailing from time to time.

Sd/-  
**(Mrs. V. N. Parihar),**  
MEMBER SECRETARY

Sd/-  
**(N. V. Bansod)**  
MEMBER(CPO)

Sd/-  
**(Vishnu S. Bute),**  
CHAIRMAN