

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

Case No. CGRF(NUZ)/291/2014

Applicant : Shri Alikur Rehman Ajipur Rehman,
H. No. 637/A, Patilpura, Ganjipeth,
Nagpur.

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

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

2) Adv. Subhash Jichkar
Member.

3) Shri Anil Shrivastava,
Member / Secretary.

ORDER PASSED ON 16.1.2015.

1. The applicant filed present grievance application before this Forum on 17.11.2014 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as Regulations).

2. The applicant's case in brief is that he received excessive bills from October 2013 onwards. He approached to I.G.R.C. Being aggrieved by the order passed by I.G.R.C. Dt. 26.6.2014 he approached to this Forum.

3. Non applicant denied applicant's case by filing reply Dt. 4.12.2014. It is submitted that when meter was tested, reading was not visible and therefore meter was not tested. As per order passed by Learned I.G.R.C. faulty meter was replaced and complete order was complied. Grievance application deserves to be dismissed.

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

5. Record shows that since April 2013, meter was faulty. Since April 2014 there was 'Inaccessible' status till September 2013. In October 2013 bill was issued for 5458 units for 7 months. Again in November 2013 to October 2014 there was faulty status. In March 2014 bill was issued for 3900 units for 5 months. C.P.L. of the applicant shows that bills of the applicant from April 2013 to September 2013 were issued on average consumption of 201 units with 'Inaccessible' status and bill of October 2013 was issued for 5458 units for 7 months with meter reading of 14760. Record shows that on complaint of the applicant regarding excessive bill, site inspection was done on 21.11.2013 and it was found that there was no display on the meter. But even after this site visit report, meter has not been replaced and bills are continued to be issued on excessive average consumption. It is clear cut negligence on the part of employees of M/s. SNDL. At the time of spot inspection though found that there was no display on the meter on 21.11.2013, in such circumstances it was bounden duty of employees of M/s. SNDL to replace the faulty meter immediately but they failed to do so and bills are continued to be issued on excessive average consumption. It is a patent illegality committed by employees of M/s. SNDL. Since the meter has no display, same could not be tested

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in the laboratory and in absence of meter testing; the accuracy of meter can also not be confirmed. Hence disputed bills need to be revised on the basis of applicant's previous average consumption.

6. As per CPL of the applicant his monthly average consumption comes out to be 228 units. Hence disputed bills from October 2013 till the date of replacement of meter will have to be revised with his monthly consumption of 228 units per month.

7. Learned I.G.R.C. rightly pointed out all these aspects and directed to replace faulty meter of the applicant immediately and revise the bill from October 2013 till date of replacement of the meter considering his monthly consumption as 228 units and give credit of balance in it along with credit of DPC and interest in his ensuing bill and directed to submit compliance report on or before 5.7.2014.

8. In reply of M/s. SNDL it is submitted that credit of Rs. 5882.60 is given to the applicant in the bill of September 2014. CPL also shows that in the bill of October 2014, credit of Rs. 100073.46 is given in the bill of October 2014. Therefore so far as revision of bill is concerned, this part of order passed by Learned I.G.R.C. is fully complied. However, on careful perusal of the record, it appears that still faulty meter is not replaced. On this point, Forum made specific query to the officers of M/s. SNDL and they argued that staff of M/s. SNDL went to the site for replacement of meter, but applicant did not allow to replace the meter and therefore they were helpless. In such circumstances we hereby direct the applicant to allow the staff of SNDL to replace the meter and staff of M/s. SNDL shall immediately replace the faulty meter. With these directives Forum proceeds to pass following order :-

ORDER

- 1) Grievance application is partly allowed.
- 2) M/s. SNDL is hereby directed to replace faulty meter immediately.
- 3) Applicant is also hereby directed to allow the staff of M/s. SNDL to replace the meter failing which applicant will be sole responsible for future bills of faulty meter in case applicant opposes for replacement of meter.
- 4) Compliance should be reported within 30 days from the date of this order.

Sd/-
(Anil Shrivastava)
MEMBER
SECRETARY

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Shivajirao S. Patil),
CHAIRMAN