

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

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**Case No. CGRF(NUZ)/114/2012**

Applicant : Shri Vijay Baburao Ghorpade,  
At 7B, Gokuldharm, Jaidurga nagar,  
Zingabai Takli,  
NAGPUR.

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

Quorum Present : 1) Shri. Shivajirao S. Patil  
Chairman,  
  
2) Smt. Kavita K. Gharat  
Member Secretary.

**ORDER PASSED ON 20.12.2012.**

1. The applicant filed present grievance application before this Forum on 30.10.2012 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 not working and functioning since April 2012. The applicant

received bill amounting to Rs. 30/-. The applicant paid this bill on 4.5.2012. The applicant complained the Area Manager M/s. SPANCO in the register on 8.5.2012. Though the meter was not functioning applicant received the bill of Rs. 1170/- for May 2012. The applicant paid it on 9.6.2012. The applicant did not receive any bill for June 2012 and July 2012. The applicant complained for the same. Officers of M/s. SPANCO directed the applicant to deposit Rs. 1000/-. Accordingly, the applicant paid it on 14.8.2012 for replacement of meter. There after applicant received a bill of faulty meter in August 2012 amounting to Rs. 2620/- for 225 units. The applicant complained about the same and made part payment of Rs. 1600/-. The applicant claimed to revise average bills and to install good meter.

3. Non applicant denied the applicant's case by filing reply Dt. 29.11.2012. It is submitted that meter of the applicant is faulty and not working since April 2012. Therefore average bills are issued. Average bills are correct, proper and as per consumption trend of the applicant. On 24.11.2012, faulty meter of the applicant is replaced and new meter is installed. The application of the applicant may be dismissed.

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

5. It is an admitted fact that since April 2012 till 23.11.2012 meter was faulty. Now the meter is installed on 24.11.2012. Therefore provisions of regulation 15.4.1 of MERC

(Electricity Supply Code & Other Conditions of Supply) Regulations 2005 is applicable. It is necessary to revise the bills of the applicant since April 2012 till 23.11.2012. Hence Forum proceeds to pass following order : -

ORDER

- 1) Grievance application is partly allowed.
- 2) Bills issued by the non applicant for the period April 2012 till 23.11.2012 shall be revised according to the provisions of Regulation 15.4.1 of MERC (Electricity Supply Code & Other Conditions of Supply) Regulations 2005.
- 3) Non applicant to comply within 30 days from the date of this order.

Sd/-  
(Smt.K.K.Gharat)  
MEMBER  
SECRETARY

Sd/-  
(ShriShivajirao S.Patil)  
CHAIRMAN