

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

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**Case No. CGRF(NUZ)/094/2006**

Applicant : Shri Ramesh Tulshiram Godbole,  
At Gaourang Apartment,  
26, New Subhedar Lay-out,  
Near Nawnath Primary School,  
Nagpur.

Non-Applicant : The Nodal Officer-  
Executive Engineer,  
Mahal Division,  
Nagpur representing the MSEDCL.

Quorum Present : 1) Shri S.D. Jahagirdar,  
Chairman,  
Consumer Grievance Redressal  
Forum,  
Nagpur Urban Zone,  
Nagpur.

2) Smt. Gouri Chandrayan,  
Member,  
Consumer Grievance Redressal  
Forum,  
Nagpur Urban Zone,  
Nagpur.

3) Shri M.S. Shrisat  
Exe. Engr. & Member Secretary,  
Consumer Grievance Redressal Forum,  
NUZ, MSEDCL, Nagpur.

**ORDER (Passed on 14.02.2006)**

The present grievance application has been filed on 18.01.2006 in the prescribed schedule "A" by the present applicant under Regulation 6.3 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal

Forum & Ombudsman) Regulations, 2003 here-in-after referred-to-as the said Regulations.

The grievance of the applicant is in respect of his excessive energy bill dated 24.03.2005 for Rs. 7,180/- for the period from 13.01.2005 to 12.03.2005 for 1382 units.

Before filing the present grievance application, the applicant had approached the Internal Grievance Redressal Unit under the said Regulations by filing his complaint on 19.12.2005. The Unit, thereupon, replied the applicant by its letter, being letter no. 421 dated 18.01.2006 that his energy bill for the month of March,2005 for 1382 units for Rs. 7,189=29 was issued as per metered reading and that he should pay this bill amount immediately. The Unit also informed the applicant that his meter, being meter no. 8151292, was replaced on 30.03.2005 when it was showing a reading of 3848 units and that as per the meter testing report of the Testing Unit, his meter was found to have stopped recording.

The applicant was not satisfied with the reply given to him by the Unit and hence, the present grievance application.

The matter was heard by us on 10.02.2006 and 13.02.2006.

A copy of the non-applicant's parawise report dated 03.02.2006 submitted by him as per Regulations 6.7 & 6.8 of the said Regulations was given to the applicant and he

was given opportunity to offer his say on this parawise report also.

The contention of the applicant is that his energy bill dated 24.03.2005 for 1382 units for Rs. 7180/- is not acceptable to him since it is excessive and not commensurate with his pattern of consumption. It is his say that he never received in the past such an excessive bill.

He added that the new meter, being meter no. 1392191, installed on 30.03.2005 in place of his old meter, being meter no. 8151292, has also not shown such an excessive consumption. His complaint is limited to his energy bill for the month of March, 2005 for 1382 units which, according to him, is very excessive and hence, incorrect.

He further contended that he had approached the Jr. Engineer one Shri Satpute after he received the disputed energy bill in question and that the Jr. Engineer was also satisfied about the excessive billing. Thereupon, the Jr. Engineer Shri Satpute replaced his old meter by a new meter.

He prayed that his disputed energy bill in question may be revised on the basis of his normal pattern of consumption.

He has produced copies of the following documents in support of his say.

- 1) Internal Grievance Redressal Unit's reply, being letter no. 421 dated 18.01.2006.
- 2) His complaint dated 19.12.2005 addressed to the Internal Grievance Redressal Unit.

- 3) Reply, being letter no. 1081 dated 13.12.2005, addressed to the applicant by the Assistant Engineer, Nandanwan S/Dn., MSEDCL, Nagpur in response to the applicant's complaint about fast running of his meter.
- 4) His energy bill dated 24.03.2005 for 1382 units for Rs.7180/-.
- 5) His energy bill dated 25.01.2005 for 456 units for Rs.1510/-.
- 6) Payment receipt dated 17.12.2004 for Rs.1010/- with reference to his energy bill dated 25.11.2004 for 285 units.
- 7) His energy bill dated 25.11.2004 for 285 units for Rs.1010/-.
- 8) Payment receipt dated 13.08.2004 for Rs. 140/-.
- 9) His provisional bill for Rs. 900/-.
- 10) Payment receipt dated 11.07.2005 for Rs. 900/-.
- 11) His energy bill dated 22.07.2005 for 417 units for the period from 02.05.2005 to 02.07.2005 for Rs.8810/- showing inclusion of arrear amount of Rs.7122=17.
- 12) Provisional bill dated 07.12.2005 for Rs.1250/-.
- 13) His energy bill dated 22.11.2005 for 299 units for the period from 01.09.2005 to 02.11.2005 for Rs.8590/- showing inclusion of arrear amount of Rs.7338=06.
- 14) His provisional bill dated 22.11.2005 for Rs.2400/-.

The non-applicant has stated in his parawise report dated 03.02.2006 that the applicant's energy meter,

being meter No. 8151292, was replaced on 30.03.2005 after receipt of the applicant's complaint in respect of his excessive energy bill for the month of March 2005. The final reading of the applicant's meter at the time of its replacement was 3848 units. This meter was sent to the Testing Unit of Mahal Division for testing purposes. The Testing Unit reported that this meter was found to be stopped. According to him, the applicant's energy bill for the month of March, 2005 for 1382 units was correctly issued and that there is no substance in the applicant's complaint.

He has produced the applicant's CPL for the period from September, 1999 to January, 2006.

We have carefully gone through all documents produced on record by both the parties as also all submissions, written & oral, made by both of them before us.

The applicant's limited grievance is in respect of his energy bill for 1382 units for the billing month of March, 2005.

The applicant's old meter, being meter no. 8151292 was replaced on 30.03.2005 and a new meter, being meter no. 1392191, was installed in place of his old meter.

The applicant's CPL reveals that all the applicant's energy bills are issued as per metered readings. This is true in case of his old meter, being meter no. 8151292, also.

The applicant's say is that his bi-monthly consumption of electricity prior to the billing month of March,

2005 and even thereafter was never as high as 1382 units. He has, therefore, contended that the disputed bill in question may be revised in tune with his usual pattern of consumption.

It is a matter of record that the applicant's consumption was as high as 1382 units during the period from 03.01.2005 to 12.03.2005 and that his energy bill dated 24.03.2005 for the month of March, 2005 was issued as per his metered readings. The initial reading of his meter, being meter no. 8151292, during the billing month of March, 2005 was 2466 units while his final metered reading was 3848. Thus, the applicant has consumed 1382 units during the above period.

The applicant's contention that his disputed energy bill may be revised taking into consideration his average consumption prior to the billing month of March, 2005 can not be accepted by us for the simple reason that all his energy bills have been issued on the basis of his actual consumption as recorded by his meter, being meter no. 8151292.

It is pertinent to note that this very meter has shown consumption of as less as 20 units in the billing month of May, 2004. There is, therefore a reason to believe that the applicant must have actually consumed 1382 units in the billing month of March, 2005.

The non-applicant has replaced the applicant's old meter on 30.03.2005 pursuant to his complaint in question when his meter was showing a final reading of 3848 units. The

Testing Unit upon testing the applicant's meter has reported that this meter was found to be stopped.

The applicant's meter, however, can not be said to be defective nor can be considered that this meter has stopped recording the applicant's consumption during the entire period upto 30.03.2005 for the reason that respective initial and final readings were duly recorded throughout by this meter when it was in operation at the applicant's premises.

The circumstances of the case go to show that the applicant must have actually consumed 1382 units during the billing month of March, 2005. The non-applicant in that event cannot be held responsible for the applicant's high consumption.

The applicant had stated during the course of hearing that he had filed his complaint in writing before the Jr. Engineer one Shri Satpute and that he was satisfied about the faulty meter reading. However, the applicant was not able to produce any proof to substantiate this say.

We are, therefore, convinced that the applicant's meter, being meter no. 8151292, was not faulty while it was in operation at the applicant's premises till it was replaced by a new meter, being meter no. 1392191.

The applicant has raised a question as to why his old meter was replaced by a new meter when it was not faulty. The answer to this question is that the Testing Unit found the applicant's meter to be stopped and hence a new meter was installed.

The applicant has also raised another question as to how the excessive bill came to be issued to him. The answer to this question is that the applicant's energy bill was issued as per his metered consumption.

It is pertinent to note that the applicant himself has stated during the course of hearing before us that he and his wife leave his premises in the morning at 09:30hrs for work and both of them return back to their house in the evening at about 19:30hrs every day. It was, therefore, likely that somebody might have extracted electrical energy from his meter while the applicant and his wife were away from their home. It is also alternatively possible that the applicant himself had actually consumed 1382 units during the period of two months.

Thus, we are inclined to hold and do hold accordingly that there is no substance in the applicant's grievance application.

The applicant's grievance application, therefore, stands rejected.

Sd/-	Sd/-	Sd/-
(M.S. Shrisat)	(Smt. Gouri Chandrayan)	(S.D. Jahagirdar)
Member-Secretary	Member	CHAIRMAN

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