

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

Case No. CGRF(NUZ)/168/2014

Applicant : Shri Anand Govind Bagde,
Thr:- Shri Kapil M. Khobragade,
H.No. 716, Qtr. No. 15, Block 11,
Empress Mill Chawl,
Nagpur : 18.

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

Quorum Present : 1) Shri Shivajirao S. Patil,
Chairman.
2) Adv. Subhash Jichkar
Member.
3) Shri Anil Shrivastava,
Member / Secretary.

ORDER PASSED ON 12.8.2014.

1. The applicant filed present grievance application before this Forum on 10.7.2014 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 his bill for June 2014 of 369 units is excessive and therefore on his complaint meter was tested by acucheck and found O.K. but the applicant was not

satisfied with this result and therefore he approached to I.G.R.C. Learned I.G.R.C. disposed off Case No. 494/14 as per order dated 7.7.2014. Being aggrieved by the said order the applicant approached to this Forum.

3. Non applicant denied applicant's case by filing reply dated 26.7.2014. It is submitted that meter of the applicant was tested by acucheck and it was found O.K. Grievance application may be dismissed.

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

5. Non applicant produced spot inspection report on record. Said spot inspection report is signed by "Shri Suraj Mishra". During the course of arguments Forum orally enquired to the applicant about the connected load and it is found that though the applicant admitted excessive load even then employee of S.N.D.L. named "Shri Suraj Mishra" has shown less load in the spot inspection report. Not only this, in spot inspection report, "Shri Suraj Mishra" employee of S.N.D.L. had unnecessarily mentioned number of buttons i.e. 1) 7 buttons 2) 4 buttons, 3) 3 buttons 4) 3 buttons 5) 2 buttons 6) 2 buttons. There is no necessity of mentioning such buttons in spot inspection report and there is no column for the same. Secondly applicant himself admitted before the Forum that there are 3 tube lights, 3 fans, 1 T.V., 1 set top box, 1 freeze, 3 coolers, 1 Washing machine, 1 motor pump for water, 1 bucket heater, 1 computer and 3 '0' bulbs. However, in spot inspection report Shri Suraj Mishra had

shown only 2 CFLs, 3 '0' lights, 3 tube lights, 1 TV, 1 set top box, 1 freeze, 1 cooler, 3 fans only. It is pertinent to note that in the column of motor pump, place is kept blank in spot inspection report. It is also not mentioned in spot inspection report that there are 3 coolers, 1 bucket heater, 1 washing machine. In the column of washing machine, it is mentioned in spot inspection report that there is no washing machine. Therefore spot inspection report signed by Shri Suraj Mishra appears to be manipulated on the say of the applicant or it is also possible that in fact Shri Suraj Mishra did not visit the premises and without carrying the inspection, took imaginary load in the spot inspection report. These two possibilities are only possible for preparation of bogus spot inspection report. In many other cases, this Forum has pointed out that Shri Suraj Mishra, employee of S.N.D.L. prepares bogus spot inspection report in some other cases also for the reasons best known to him. Therefore it is desirable that departmental action should be taken against such person in accordance with law.

6. So far as the consumption of the applicant is concerned, S.N.D.L. produced even photos of meter reading which are tallied with CPL. Therefore it is clear that reading of the meter shown in CPL is appearing in actual photos. Meter is tested and it is found O.K. There is sufficient load. In the month of June 2014, there was absolutely no rain and this month was hot more than summer. Rainy season started in the month of July 2014. Therefore consumption of 369 units in June 2014 is definitely not excessive specially when meter testing report is O.K. Therefore we find no substance in the

grievance application and it deserves to be dismissed. Hence following order:-

ORDER

- 1) Grievance application is dismissed.
- 2) Business head of S.N.D.L. is hereby directed to conduct departmental enquiry against Shri Suraj Mishra for preparation of bogus spot inspection report Dt. 25.7.2014 in this case in accordance with law and rules & regulations and to take appropriate action.
- 3) 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