

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

Case No. CGRF(NUZ)/221/2014

Applicant : Smt. Kusum T. Ghuguskar,
104, Old Nandanwan Layout,
Nagpur : 09.

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 4.11.2014.

1. The applicant filed present grievance application before this Forum on 6.9.2014 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 she received excessive bills from April 2014. She applied to I.G.R.C. to revise the bills and for testing of meter. But her application is rejected by I.G.R.C. Being aggrieved by the said order applicant approached to this Forum..

3. Non applicant denied applicant's case by filing reply Dt. 26.9.2014. It is submitted that meter is tested by acucheck on 17.7.2014 and it is found O.K. Connected load of the applicant is 2.2 kW and therefore consumption is properly recorded. Grievance application be dismissed.

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

5. In April 2014, there is consumption of 408 units. In May 2014 361 units, in June 2014 519 units, in July 2014 501 units and in August 2014 302 units. We have also carefully perused previous years consumption. It is noteworthy that in April 2013, there was consumption of 679 units, in July 2013 618 units, in June 2013 449 units. In July 2012 also, there was consumption of 406 units. April 2014, May 2014 & June 2014 there was summer season.

6. We have carefully perused spot inspection report. It is prepared by one Shri Virendra Raut of S.N.D.L. To verify connected load noted in spot inspection report, we have also personally enquired to the consumer. It is noteworthy that consumer told more load than the load mentioned in the spot inspection report. Therefore it is clear that spot inspection report is manipulated by Shri Virendra Raut, employee of SNDL for the reason best known to him. As per spot inspection report, there are only 5 rooms on each floor and there are 2 floors. There are 2 washrooms, 4 fans, 5 CFL, 1 LED TV, 1 freeze, 2 water pumps. On actual verification by the Forum to the consumer, she told that there are 7 rooms on each floor. Therefore it is clear that total there are 14 rooms on first

and second floor. Consumer further told that there are 7 fans, 8-9 CFL, 2 LED TV, 2 freeze, 2 Coolers & one water pump. Therefore it is clear that Shri Virendra Raut employee of SNDL prepared bogus spot inspection report and it is necessary to take suitable action against him in accordance with law.

7. During the course of arguments, applicant argued that in fact there are 4 meters in these 14 rooms of the applicant, 7 rooms are situated on ground floor and 7 rooms are situated on first floor. Important question arose for consideration as to why and how distribution licensee had given 4 separate meters in one premises and it is necessary to verify this position. It is a settled law and as per regulation also, on one premises there can be 1 meter unless shown otherwise. We are aware of the fact that there are many dishonest consumers who take various meters in same premises only to get slab benefit which is not permissible at law. Therefore it is necessary to take correct spot inspection of house of the applicant and to ascertain why & how 4 separate meters are installed in the same premises.

8. Considering the connected load as discussed above, in our opinion bills of the applicant are most reasonable. Past consumption trend also corroborates this fact. Therefore there is no need to revise any bill.

9. Furthermore, as per request of the applicant, this Forum had ordered on 30.9.2014 that meter be tested in the laboratory of M.S.E.D.C.L. and to submit report. Accordingly meter is tested in the lab of M.S.E.D.C.L. Executive Engineer, Testing Division (U), MSEDCL, Nagpur filed testing report on record Dt. 13.10.2014 to the effect that

meter is O.K. Therefore whatever consumption is utilised by the applicant is recorded by the meter and hence bills are correct & proper and can not be revised. Order passed by Learned I.G.R.C. appears to be legal & valid and there is no need to interfere the same. Grievance application deserves to be dismissed. Hence following order : -

ORDER

- 1) Grievance application is dismissed.
- 2) Business Manager of SNDL is hereby directed to take suitable legal action against its employee named Shri Virendra Raut for preparation of false & bogus spot inspection report and to take action against him after conducting necessary enquiry in accordance with law.
- 3) SNDL is also directed to inspect the spot and see whether 4 meters can be installed in 1 and the same premises, if not, may convert the entire load on 1 meter.
- 4) Non applicant is directed to submit compliance report within 30 days from the date of this order.

Sd/-
(Anil Shrivastava)
MEMBER
SECRETARY

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Shivajirao S. Patil),
CHAIRMAN