

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

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**Case No. CGRF(NUZ)/58/2014**

Applicant : Shri Lalchand G. Kukreja,  
Plot No. 61, Kachha Block No. I-B,  
Jaripatka, near Kamal Cloth Stores,  
Nagpur: 14.

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

Quorum Present : 1) Shri Vishnu S. Bute,  
Chairman.

2) Adv. Subhash Jichkar  
Member.

3) Shri B.A. Wasnik,  
Member Secretary.

**ORDER PASSED ON 19.3.2014.**

1. The applicant filed present grievance application before this Forum on 20.2.2014 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 applicant is a residential consumer of non applicant, bearing Consumer No. 410012181721. He has received excessive bills since April 2011 onwards. When he complained to non applicant, non applicant

revised the bill @ 250 units per month since meter was not available from May 2011 to September 2011. However, excess bill for the month of April 2011 was not revised as at that time the area was under M.S.E.D.C.L. Therefore the applicant approached to I.G.R.C. I.G.R.C. rejected the grievance application by order dt. 17.2.2014, but the applicant is not satisfied with the same. Hence applicant filed present grievance application for revision of bills.

3. Non applicant denied applicant's case by filing reply dated 7.3.2014. It is submitted that the consumer was issued bill for 2301 units for April 2011 by showing meter reading as 13263. Meter No. 90/00137027 of the applicant was stopped on reading 13263 units in May 2011. Hence average bill for 573 units was issued for the period from May 2011 to September 2011. Meter No. 90/00137027 was replaced in September 2011 and new meter No. 28/01186555 was installed. The consumer complained for excessive bills since April 2011. Since meter No. 90/00137027 was not available, bill @ 250 units on average basis was charged to the consumer from May 2011 to September 2011 and total credit of Rs. 12197.58 was given in the bill of July 2013. On complaint from consumer regarding excessive bill for April 2011, Learned I.G.R.C. rejected the application as in April 2011 the area was under M.S.E.D.C.L. Hence Grievance application may be dismissed.

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

5. CPL of the applicant shows that consumption shown in April 2011 was shown as 2301 units which is on higher side as

compared with the previous readings. Moreover the meter of the applicant gone faulty from the very next month i.e. May 2011 and non applicant M/s. SPANCO revised the bill from May 2011 to September 2011 i.e. till date of replacement of meter @ 250 units per month. It is therefore necessary to revise bill of the applicant for the month of April 2011 also.

6. For these reasons, Forum proceeds to pass following order: -

### ORDER

- 1) Grievance application is partly allowed.
- 2) The Non applicant is directed to withdraw the bill charged for the month of April 2011, along with DPC, interest and other charges if any.
- 3) Non applicant M/s. SPANCO is directed to send the proposal for revision of the bill of the applicant for the month of April 2011 to Nodal Office.
- 4) Non applicant is directed to charge the applicant the consumption of 250 units (as per old average), for April 2011, and revise bill of the applicant accordingly.
- 5) Non applicant to submit compliance within 30 days from the date of this order.

Sd/-  
(B.A. Wasnik)  
MEMBER  
SECRETARY

Sd/-  
(Adv. Subhash Jichkar)  
MEMBER

Sd/-  
(Vishnu S. Bute),  
CHAIRMAN