

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

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**Case No. CGRF(NUZ)/59/2014**

Applicant : Late Smt. Domabai Sonare,  
Thr:- Ku. Sujata Sonare,  
Gaddigudam, Gautamnagar,  
Nagpur: 01.

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 24.2.2014 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. 410010583997. She has received excessive bills. When she complained to non applicant, non applicant informed that the meter is

O.K. Therefore the applicant approached to I.G.R.C. I.G.R.C. rejected the grievance application by order dt. 9.1.2014, 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 17.2.2014. It is submitted that the consumer is being issued energy bills as per meter reading. Meter of the applicant was replaced in the month of February 2013 and new meter No. 55/SND-08204 was installed. Average bill for 52 units was issued to the consumer in March 2013 against 'Inaccessible' status. Bill for 699 units as per actual reading was issued in the month of April 2013 by deducting Rs. 218.86 paid for average amounting to Rs. 4676.56. The consumer was billed for 'Inaccessible' status in May 2013 for 148 units, In June 2013 for 72 units for two months, and in July 2013 for 985 units. On complaint from consumer regarding excessive bills for May 2013 & July 2013, his meter No. 55/SND-08204 was tested in meter testing laboratory and it was found O.K. The consumer approached to I.G.R.C. Learned I.G.R.C. rejected the application as the meter was O.K. 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 meter status was 'Inaccessible' in March 2013 and May 2013. Consumption shown in April 2013, July 2013 & August 2013 is clearly on higher side as compared to connected load of the applicant. It is therefore necessary to revise bill of the applicant.

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 2013, July 2013 & August 2013, along with DPC, interest and other charges if any.
- 3) Non applicant is directed to charge the applicant the consumption of 200 units per month for April 2013, July 2013 and August 2013, and revise bill of the applicant by giving slab benefit.
- 4) 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