

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

Case No. CGRF(NUZ)/107/2013

Applicant : Shri Sunil Dhaluramji Vora,
Plot No. 1075, Ashirwad Nagar,
Hudkeshwar Road,
Nagpur.

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

Quorum Present : 1) Shri. Shivajirao S. Patil
Chairman,

2) Adv. Subhash Jichkar,
Member,

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

ORDER PASSED ON 12.8.2013.

1. The applicant filed present grievance application before this Forum on 25.6.2013 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 applicants' case in brief is that on 11.3.2013 his old meter is replaced and new meter is installed. The said new

meter is faulty since beginning and very fast. Previously, he was receiving bill of Rs. 800/900 but now he is receiving bill of Rs. 9000/- per month. His meter be tested in the laboratory of M.S.E.D.C.L. and bills may be revised.

3. Non applicant M/s. SPANCO filed reply Dt. 10.7.2013 on record and submitted that previous meter of the applicant bearing No. 10/02388226 is replaced and new Meter No. 65/G 1056520 is installed. This new meter is tested on 31.5.2013 and found O.K. Application deserves to be dismissed.

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

5. On 11.7.2013, it is ordered by the Forum that meter of the applicant be tested in the laboratory in presence of the applicant and Member / Secretary of the Forum and to submit the test report. Accordingly, Dy. Executive Engineer, (T) Division, NUZ, MSEDCL, Nagpur filed testing report on record to the effect that there is an error 123.31 % and meter error is found beyond permissible limit. Therefore it is clear that meter of the applicant is fast and faulty. Therefore definitely bills issued to the applicant since 11th March 2013 need to be revised.

6. We must mention here that M/s. SPANCO also tested the same meter and filed meter testing report Dt. 31.5.2013 on record to the effect that this meter is O.K. It is a great surprise

that testing lab of M.S.E.D.C.L. reported as per meter testing report Dt. 25.7.2013 that meter is fast having an error of 123.31 %, even then SPANCO in its testing report Dt. 31.5.2013 submitted that meter is O.K. Therefore it is clear that this meter testing report of M/s. SPANCO Dt. 31.5.2013 is either manipulated or prepared blindly by the concerned person which needs to be looked into seriously by superior higher authorities of M/s. SPANCO and it is necessary to take suitable action against the person who submitted such type of false testing report Dt. 31.5.2013. If such type of bogus and false meter testing reports are produced by relevant officials of M/s. SPANCO it will be unnecessarily harassment to the consumers at large. For larger interest of consumers and society at large, it is necessary to change such type of attitude of SPANCO and it is expected that suitable authority of M/s. SPANCO will look into it personally and avoid such type of mistakes in future.

7. With these observations, this Forum proceeds to pass the following order : --

ORDER

- 1) Grievance application is allowed.
- 2) It is hereby ordered that bill of the applicant since 11.3.2013 be revised as per the provisions of regulation 15.4.1 (2nd proviso) of MERC (Electricity Supply Code & Other Conditions of Supply) Regulations 2005 and to issue revised bill.

- 3) Business Manager of M/s. SPANCO is hereby directed to take suitable action against the concerned officials who filed false testing report Dt. 31.5.2013 showing the meter O.K. though the meter is faulty / fast having an error of 123.31 % as per meter testing report of Dy. E.E. (T) Division, NUZ, MSEDCL, Nagpur Dt. 25.7.2013.
- 4) Non applicant is hereby directed to comply within 30 days from the date of this order.

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

Sd/-
(Adv.Subhash Jichkar)
MEMBER

Sd/-
(ShriShivajirao S.Patil)
CHAIRMAN