

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

Case No. CGRF(NUZ)/231/2014

Applicant : Shri Amarnath V.Ramgupta,
Azad Chouk,
Sadar,
Nagpur.

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 7.11.2014.

1. The applicant filed present grievance application before this Forum on 15.9.2014 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 he received excessive bill of June 2014. He approached to I.G.R.C. but his application was rejected. Therefore he approached to this Forum.

3. Non applicant denied applicant's case by filing reply Dt. 4.10.2014. It is submitted that connected load of applicant is 3.2 kW and as per this connected load, bills are proper and can not be revised.

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

5. Spot inspection report shows that there are 3 floors to this building, i.e. ground floor, 1st floor and 2nd floor. There are six fans, 15 CFL, 1 TV, 1 set top box, 1 freeze, 1 motor pump, 1 mixer, 1 AC, 1 washing machine and one computer. However, during the course of arguments applicant personally told that there are 7 fans and about 25 to 30 CFL. He was also telling other real load but immediately he realized that spot inspection report is manipulated and he will be exposed, therefore he stopped telling other details. Therefore it is clear that spot inspection report prepared by employees of SNDL Shri M.S. Shukla appears to be manipulated and false. It is not as per available situation.

6. So far as reading of the applicant is concerned, in June 2014 reading is 694, in July 2014 reading is 687 units. CPL shows that in May 2014 reading is shown as 1206 units for 2 months and status is shows as faulty. Therefore as per calculation there is average billing of 603 units per month. In April 2014 also, status is inaccessible and reading is 216.

In December 2013 also reading was not taken. In July 2012 reading was 625 units. Therefore it is the same trend of consumption of the applicant. Meter is tested by SNDL and it is found O.K. It was period of summer season. Therefore it is but natural to have such consumption. However, applicant is entitled for slab benefit so far as reading of May 2014 of 1206 units for 2 months is concerned. That much relief only can be given to the applicant. Hence following order : -

ORDER

- 1) Grievance application is partly allowed.
- 2) SNDL shall give slab benefit to the applicant for 2 months in April and May 2014 and to revise bill of May 2014 accordingly.
- 3) SNDL is hereby directed to take suitable action against its employee Shri M.S. Shukla for preparation of bogus spot inspection report and take action in accordance with law.
- 4) 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