

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

Case No. CGRF(NUZ)/49/2014

Applicant : Shri Deepesh B. Budhraja,
Plot No. 318, Opp. Kalamna Telephone
Exchange,
Nagpur - 08.

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 1.4.2014.

1. The applicant filed present grievance application before this Forum on 7.2.2014 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 commercial consumer of non applicant, bearing Consumer No. 41001750886. He was issued average bills for 7 months. In

November 2013 he was issued bill for Rs. 83981.66 When he complained to non applicant, non applicant informed that meter is O.K. Therefore the applicant approached to I.G.R.C. I.G.R.C. disposed off the grievance application by order dt. 9.01.2014, 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 3.3.2014. It is submitted that because the entry of meter was not fed to I.T. Section, the consumer was billed on average basis by showing meter status as RNT, @ 150 units per month from April 2013 to October 2013. In November 2013 Bill for actual meter reading of 7841 units was issued by deducting Rs. 7753.90 paid towards previous average, amounting to Rs. 83981.66. On complaint from consumer, his meter No. 55/SND-01140 was tested with acucheck on 19.12.2013 where meter was found O.K. Applicant filed grievance application with I.G.R.C. Learned I.G.R.C. directed to test the meter in SNDL's laboratory. As per the directives, meter was tested in company's meter testing laboratory where meter was found O.K. The amount of Rs. 11551.94 shall be adjusted in the next bill of applicant. Hence Grievance application may be dismissed.

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

During the hearing on Dt. 4.3.2014, it was directed by this Forum to test the meter of consumer bearing Sr. No. 01140 in MSEDCL's laboratory and submit the test report before the Forum. Accordingly, Executive Engineer, Testing Division (U), NUZ,

MSEDCL, Nagpur submitted the test report to the effect that the meter is O.K. Hence revision of bill on this count is not admissible.

5. However, CPL of the applicant shows that meter reading has not been taken by the non applicant for 7 months. In November 2013, accumulated bill for 7841 units was issued for Rs. 83981.66 which is not proper. Hence the bill of the applicant for the period from April 2013 to October 2013 deserves to be revised.

7. 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 period from April 2013 to October 2013, along with DPC, interest and other charges if any.
- 3) Non applicant M/s. SPANCO is directed to revise the bill of applicant from April 2013 to October 2013 by dividing the total consumption of 7841 units into 8 months by giving separate slab benefit for each month.
- 4) Non applicant is directed to deduct the amount paid by the applicant during the above period from the bill revised as above.
- 5) Non applicant is also directed to pay the compensation for not taking meter reading for 7 months amounting to Rs. 1000/- as per MERC (Standard of Performance of

Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005.

- 6) Non applicant to submit compliance within 30 days from the date of this order.

(B.A. Wasnik)
MEMBER
SECRETARY

(Adv. Subhash Jichkar)
MEMBER

(Vishnu S. Bute),
CHAIRMAN