

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

Case No. CGRF(NUZ)/235/2014

Applicant : Shri Arun Rijumalji Budhalani,
Baidyanath Road,
Medical Square,
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 16.9.2014 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 locked credit of Rs. 65539/- was given to him in his bill for the month of July 2013 and same amount

is again debited in his bill for the month of April 2014. Therefore applicant requested for withdrawal of the same from his bill in question. He approached to I.G.R.C. I.G.R.C. disposed off his application as per order dated 30.8.2014. Being aggrieved by the said order he approached to this Forum.

3. Non applicant denied applicant's case by filing reply Dt. 4.10.2014. It is submitted that meter of the applicant was faulty. Therefore in July 2013 it was replaced and new meter was installed. In July 2013, 98 units is erroneously shown for 10 months by mistake & credit of Rs. 65539.49 was given to the applicant and bill for Rs. (-) 52037.27 was issued. When this mistake was realized, it was corrected in April 2014. I.G.R.C. passed order and as per this order credit is already given to the applicant according to regulation 15.4.1 of MERC (Electricity Supply Code and Other Conditions of Supply) Regulations 2005.

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

5. Record shows that it was oversight / mistake and therefore in the month of July 98 units is erroneously shown for 10 months & credit of Rs. 65539.49 was given. In April 2014 this mistake is rectified and debit of Rs. 65508.08 was given. Since 4.7.2013 applicant was not paying any amount because amount was already shown in credit in the bills. Therefore he was not at fault.

6. We have carefully perused order passed by Learned I.G.R.C. It is perfectly legal and valid. As per CPL, bill of July 2013 is generated for only 98 units for 10 months. But as a matter of fact it should have charged adjustment units of some of average billed units for previous 9 months considering locked credit of previous average bills which system was supposed to give. However, Commercial Manager of SNDL did not take proper action at relevant time while generating the bill due to which bill of July 2013 was wrongly generated for credit amount. This mistake has been duly rectified by raising debit amount of Rs. 65539/- (Locked credit amount) in the applicant's bill of April 2014. Therefore action taken by Commercial Manager is quite justified. The only relief that can be given to the applicant is in respect of revising the average units of 742 charged from October 2012 to June 2013 against stopped meter in terms of provisions contained in regulation 15.4.1 (2nd proviso) of MERC (Electricity Supply Code and other Conditions Of Supply) Regulations 2005. As per provisions of 15.4.1, monthly average consumption ought to have been charged to applicant comes out to be 650 units and therefore applicants bill from October 2012 to June 2013 for 9 months needs to be revised by considering his monthly average consumption of 650 units instead of 742 units as appropriate credit needs to be given to the applicant on this count. Therefore it is necessary to revise applicant's bill from October 2012 to June 2013 as stated above by considering his monthly average consumption of 650 units and give credit of balance units in the ensuing bill of the applicant.

7. Above discussed relief is already given by Learned I.G.R.C. in its detail order dated 30.8.2014. What remains is merely compliance of the order. Hence following order :-

ORDER

- 1) Grievance application is partly allowed.
- 2) SNDL is hereby directed to comply the order of Learned I.G.R.C. Dt. 30.8.2014 in Case No. 648 / 14..
- 3) 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