

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

Case No. CGRF(NUZ)/197/2013

Applicant : Shri Bansilal D. Sakhare,
Plot No. 380, Nagarjun Colony,
Jaripatka,
Nagpur: 14.

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

Quorum Present : 1) Shri. Subhash Jichkar
Member.

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

ORDER PASSED ON 10.12.2013.

1. The applicant filed present grievance application before this Forum on 11.10.2013 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 applicant is a residential consumer of non applicant bearing Consumer No. 410013398554. He is receiving excessive bills since the installation of existing meter. Therefore he complained to non applicant. Non applicant has informed that the meter is tested and it is found O.K. He is not satisfied with the reply of the non applicant. Therefore it is

necessary to test the meter in the laboratory of M.S.E.D.C.L and to revise the bills.

3. Non applicant M/s. SPANCO denied applicant's case by filing detail reply Dt. 30.10.2013. It is submitted that non applicant has issued correct and proper bill as per meter reading. Old Meter No. 90/00071228 of the applicant was replaced in the month of March 2013 and new Meter No. 55/SND-42033 was installed. On complaint of applicant, his Meter No. 55/SND-42033 was tested in Company's laboratory and it is found O.K. Therefore there is no force in the grievance application and application may be dismissed.

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

5. During the course of hearing it was ordered by the Forum that meter of the applicant be tested in the laboratory of M.S.E.D.C.L. and meter testing report should be submitted up to 15.11.2013. Accordingly meter was tested in the laboratory of M.S.E.D.C.L. Executive Engineer, Testing Division, Nagpur Urban filed test report on record to the effect that meter of the applicant is O.K. Therefore it is clear that meter of the applicant is not defective or fast but it is O.K. Hence consumption recorded by the meter is the actual consumption utilized by the applicant. However, it is observed from the records available that when the Meter No. 90/00071228 was replaced, the final reading was 15968, out of which billing was done up to reading 15956. This indicates that adjustment units were 12 units only which should have been billed in the next month along with the reading of new meter. However 160 units have been shown

as adjustment units in the month of April 2013 which is wrong. Hence $160 - 12 = 148$ adjustment units need to be withdrawn from the bill for the month of April 2013 and bill should be revised accordingly. Similarly, when Meter No. 55/SND42033 was replaced, adjustment units were shown as 367 when final reading of the said meter was 2179 and billing was done up to the reading 2061. This means that $2179 - 2061 = 116$ units should have been shown as adjustment units instead of 367 units in the bill for the month of July 2013, which needs to be withdrawn and corrected.

6. For these reasons Forum proceeds to pass following order: -

ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is directed to withdraw adjustment units shown as 160 in the bill for the month of April 2013 and charge adjustment units as 12 units only and revise the bill accordingly.
- 3) Non applicant is further directed to withdraw adjustment units shown as 367 in the bill for the month of July 2013 and charge adjustment units as 116 units only and revise the bill accordingly.
- 4) Non applicant is directed to report the compliance within 30 days from the date of this order.

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

Sd/-
(Shri Subhash Jichkar)
MEMBER