

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

Case No. CGRF(NUZ)/53/2014

Applicant : Shri Vishnu I. Mourya,
24, Kamla Nehru Market,
Sakkardara Chouk,
Nagpur : 27.

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 11.4.2014.

1. The applicant filed present grievance application before this Forum on 14.2.2014 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 residential consumer of non applicant, bearing Consumer No. 410015059943. He has received excessive bill. Therefore he complained to non applicant. Non applicant replaced his meter. But new meter was also recording excessive consumption. Again non

applicant replaced the meter. This new meter is recording the consumption properly. Hence he approached I.G.R.C. for revision of bill. I.G.R.C. allowed his grievance application by order dated 27.1.2014. But bill is not revised. Hence applicant filed present grievance application for revision of bills.

3. Non applicant M/s. SPANCO denied applicant's case by filing reply Dt. 4.3.2014. It is submitted that the consumer is being issued electricity bills as per meter reading. Consumer complained regarding excessive bill in May 2013 & June 2013. Hence his meter No. 22/06361322 was replaced in July 2013 and new meter No. 65/G-1093957 was installed. However bill was not revised. Consumer again complained that meter No. 65/G-1093957 is also recording excessive consumption. As such meter No. 65/G-1093957 was also replaced in October 2013 and new meter No. 55/SND – 77606 was installed. Meter No. 65/G-1093957 was tested in meter testing laboratory on Dt. 17.10.2013 where meter was found O.K. As old meter No. 22/06361322 was deposited in stores, the said meter could not be tested. Hence considering the said meter as defective, revision was made in the bill of consumer and credit of Rs. 14694/- has been given in the month of October 2013. Consumer approached to I.G.R.C. for revision of bill on Dt. 17.1.2014. Learned I.G.R.C. allowed grievance application of the applicant by order dated 27.1.2014 directing to deduct the amount of bill for 1594 units from the bill of consumer. As per directives of Learned I.G.R.C., consumer's bill will be revised.

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

5. During the hearing, this Forum directed that the applicant's meter No.41093957 should be tested in M.S.E.D.C.L's laboratory and report be submitted before the Forum. Accordingly, Executive Engineer, Testing Division (U), MSEDCL, Nagpur has submitted meter testing report on record to the effect that the meter is O.K. Hence it is clear that the consumption recorded by the meter is the consumption actually utilised by the consumer.

6. However, Forum also observed that I.G.R.C. has directed to revise the bill of the applicant for 1594 units in addition to the credit of 1176 units already given by the non applicant in October 2013.

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

ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is directed to revise the bill of the applicant as per the order passed by I.G.R.C. Dt. 27.1.2014 for 1594 units.
- 3) Non applicant to report the compliance within 30 days from the date of this order.

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

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Vishnu S. Bute),
CHAIRMAN