

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

Case No. CGRF(NUZ)/24/2014

Applicant : Shri Sandip Jorturam Sharma,
Plot No. 619, Baba Deepsinghnagar,
Bhanteji Atta Chakki,
Behind Jaripatka,
Nagpur.

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 14.3.2014.

1. The applicant filed present grievance application before this Forum on 15.1.2014 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 residential consumer of non applicant, bearing Consumer No. 410014763841. He has been paying all his bills regularly. His meter was replaced in March 2013 and in the month of November 2013 he

was issued abnormal bill. His meter was tested by the non applicant but he is not satisfied with the result. Hence he approached I.G.R.C. However, I.G.R.C. rejected the grievance application of the applicant by order dated 10.1.2014. Hence consumer filed present grievance application before this Forum for revision of excessive bill.

3. Non applicant denied applicant's case by filing reply Dt. 6.2.2014. Meter of the applicant No. 90/01187643 was replaced in March 2013 and new meter No. 65/G-1037902 was installed. However, as the feeding of new meter was not carried out in I.T. Section, average bill @ 142 units per month was issued from March 2013 to October 2013. In the month of November 2013, bill for actual meter reading for 2346 units for Rs. 11790.33 was issued by deducting Rs. 5573.48 paid for average billing. On receipt of applicant's complaint, that he has received excessive bill in November 2013, his meter was tested in testing laboratory where it was found O.K. As such I.G.R.C. rejected grievance application of the applicant by order Dt. 10.1.2014. Hence Grievance application may be dismissed.

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

5. During the hearing, it was directed by the Forum that the meter of the applicant bearing Sr. No. 65/G?1037902 should be tested in M.S.E.D.C.L's laboratory and testing report should be submitted before this Forum on or before 18.2.2014. Accordingly, Executive Engineer, Testing Division (U), MSEDCL, Nagpur 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 actual consumption utilised by the applicant. However, record also shows

that meter reading was not taken by the non applicant from March 2013 to October 2013. This is not proper as per the said regulations. Hence it is necessary to divide the reading taken in November 2013 i.e. 2346 units into 9 months and bill should be issued to the applicant by giving suitable slab benefit. The Forum is also of the opinion that the consumer deserves to get compensation for not taking meter reading by non applicant.

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

ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is directed to withdraw the billing from the month of March 2013 to November 2013 along with DPC, interest and other charges if any.
- 3) Non applicant is directed to divide the reading of November 2013 (i.e. 2346 units) into 9 months and revise the bill of the applicant by giving suitable slab benefit.
- 4) Non applicant is further directed to pay compensation as per Clause 7 (i) of Appendix 'A' attached to MERC (Standard of Performance of Distribution Licensee, Period of Giving Supply and Determination of Compensation) Regulations, 2005 for not taking meter reading for 8 months.
- 5) Non applicant to submit 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