

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

Case No. CGRF(NUZ)/205/2013

Applicant : Shri Ashish Govindrao Dhote,
B-17, Manav Seva Society,
Seminary Hills,
Nagpur : 13.

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 19.12.2013.

1. The applicant filed present grievance application before this Forum on 28.10.2013 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. 410014388170. His meter is running fast and not working properly. He is receiving excessive bills. Therefore it is necessary to replace the meter and to revise the bills.

3. Non applicant M/s. SPANCO denied applicant's case by filing reply Dt. 28.11.2013. It is submitted that bills as per meter reading are being issued to the applicant. Meter of the applicant bearing No. 90/00386979 was replaced in the month of April 2013 and new Meter No. 67/G1054845 was installed. On receipt of consumers complaint the said meter was tested by acucheck machine and it was found O.K. The applicant filed grievance before I.G.R.C. As per directives of Learned I.G.R.C. the Meter No. 67/G1054845 was replaced and tested in Company's testing laboratory where it was found O.K. Hence Learned I.G.R.C. dismissed grievance application of the applicant by order dated 30.9.2013. Hence grievance application may be dismissed.

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

5. Forum has observed from the record that meter of the applicant was replaced in August 2013 and average bills were issued till October 2013. Forum further observed that actual reading was taken in the month of November 2013 which was 222 along with adjustment of 200 units of previous meter. However the I.R. at the time of testing of meter was 980 and billing was done till 866 units. Hence adjustment of 114 units should have been done instead of 200 units. Hence it is necessary to divide consumption of November 2013 $(222 + 114) = 336$ units in to 3 months i.e. from September 2013 to November 2013 by giving slab benefit and revise the bill accordingly.

6. Resultantly, the 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 from September 2013 to November 2013 on the basis of consumption of November 2013 (222 units) by charging adjustment units as 114 instead of 200 units. Thus total consumption $(222 + 114) = 336$ units should be divided in to 3 months and revise the bill by giving slab benefit as per rules.
- 3) Non applicant to report compliance within 30 days from the date of this order.

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

Sd/-
(Shri Subhash Jichkar)
MEMBER