

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

Case No. CGRF(NZ)138/2016

Applicant : Shri Suresh S.Jibhkate
At.Bhilgaon, Balajinagar, Majri Rd.
Kamphthi Rd.Nagpur-01

Non-applicant : Nodal Officer,
The Executive Engineer,
Mouda Dn., NRC,MSEDCL,
NAGPUR.

Applicant :- In person.

Respondent by 1) Shri Madane, DyEE,Kamphthi, Nodal Office

Quorum Present : 1) Shri Shivajirao S. Patil,
Chairman.

2) Shri N.V.Bansod
Member

3) Mrs. V.N.Parihar,
Member, Secretary

ORDER PASSED ON 03.10.2016.

1. The applicant filed present grievance application before this Forum on 29.08.2016 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as said Regulations).
2. Non applicant, denied applicant's case by filing reply dated 21.09.2016.
3. Forum heard arguments of both the sides and perused record.

4. According to applicant he is working as a servant for agricultural work in the field of another person, his bill is wrongly shown in April-2016 consumption of 1737 unit for 3 months. We have carefully perused consumption trend of the applicant. it appears meter was shoot up in April-2016.

5. It Is noteworthy that Shri Madne Dy.E.E. Kampthi argued before the forum & frankly admitted by making a statement at Bar that meter was shoot up in April-2016 therefore we hold that bill of the applicant for April-2016 shall be revise considering average consumption of 12 preceding months.

6. Before reaching to the final order we have to point out certain observations that when Mr.Madne Dy.E.E. Kampthi admitted before the forum that meter was shoot up in April-2016, in fact he should have corrected bill then & there in the office of MSEDCL & should not have wait for the consumer to approach IGRC & CGRF. It is desirous that the cases in which officers of MSEDCL frankly feel that meter is shoot up, In such cases they are expected to Revise the concern bill in their office itself & should not wait till the consumer approach to IGRC & CGRF. With this observation we proceed to pass the following order.

ORDER

1. Application is allowed.
2. Non-applicant shall revise bill of the applicant for the month of April-2016 by considering previous average consumption of 12 preceding months.
3. Officers of MSEDCL in Nagpur zone are directed that cases in which they frankly admit/feel that the meter is shoot up, In such cases they shall

revise concern bill without waiting for the consumer to approach to IGRC or CGRF.

4. Non-applicant is directed to comply within 30 days from the date of this order.

N.V.Bansod)
MEMBER

(Mrs.V.N.Parihar)
MEMBER/SECRETARY

(Shivajirao S. Patil),
CHAIRMAN