

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

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**Case No. CGRF(NUZ)/085/2010**

- Applicant : Shri Surendra Karade  
At Plot No. 22, (Sugatnagar)  
Sumedhnagar,  
NAGPUR.
- Non-applicant : MSEDCL represented by  
the Nodal Officer-  
Executive Engineer,  
Civil Lines Division,  
Nagpur.
- Quorum Present : 1) Shri Shivajirao S. Patil  
Chairman,
- 2) Adv. Smt. Gouri Chandrayan,  
Member,
- 3) Smt. Kavita K. Gharat  
Executive Engineer &  
Member Secretary,

**ORDER (Passed on 01.01.2011)**

The applicant Shri Surendra Karade, Plot No. 22, Sumedhnagar, Nagpur filed present grievance application on dated 03.11.2010 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 here-in-after referred-to-as the said Regulations.

1. The applicant, Shri. Surendra Karade, is receiving bills with faulty status since 2008. The applicant has made several complaints to the non-applicant since then but no remedial action was taken by the non-applicant. Therefore being aggrieved by non-applicant's non-responsiveness, the applicant has filed the grievance application on dated 03.11.2010 in the Forum and requested that—
  - a. To withdraw the bills with faulty status.
  - b. To direct non-applicant to issue bill as per meter reading.
  
2. The applicant's grievance in brief is that, he is getting faulty meter bill. He submitted his complaints regarding the same several times to the non-applicant, but in vain. As per the direction of the non-applicant, he deposited Rs. 3000/- on 11.11.2008, Rs. 540/- on 18.02.2008, Rs. 4000/- on 20.02.2009, Rs. 500/- on 15.02.2010 and Rs.4000/- on 03.02.2010. Though the meter was faulty, bills were issued to him which are not acceptable to the applicant. Therefore it is his prayer that correct bills should be issued to him by the non-applicant as per meter reading.
  
3. The non-applicant has filed the reply in the Forum on dated 24.11.2010. It is submitted that in December 2007 meter was stopped and therefore meter was changed on 23.01.2008. The average bill was issued for the period

January 2008 to March 2008. Again meter was changed on 02.04.2008 and an average bill of 5 month for the period December 2007 to April 2008 was issued. Therefore there is no necessity to correct the bill for the period December 2007 to April 2008.

4. The non-applicant further submitted that the meter was again changed on 06.02.2009 and an average bill for 7 months for the period August 2008 to February 2009 was issued. It is submitted that after all calculations due amount of Rs. 13,990/- is correct. Therefore the applicant is liable to pay the same.
5. The matter was heard in the Forum on dated 07.12.2010. Both the parties were present Shri S.R. Gandhewar, Executive Engineer Civil Line Division, was present on behalf of the non-applicant.

Shri Rajesh Karade, the applicant's representative while pleading the case has informed to the Forum that he is receiving faulty bills since 2008 on irregular basis. Therefore the bills issued by the non-applicant are not acceptable to him.

6. The non-applicant has clarified the points raised by the applicant's representative. The applicant has received correct bills as per meter reading except on few occasions when the meter turned faulty. The necessary corrections and bill revisions are incorporated in applicant's bill, for faulty meter billing. He has also explained about the

present outstanding amount and informed that it is correct as per the applicant's consumption trend and electricity bill which he has paid.

7. The Forum heard arguments of both the sides and gone through the records. In reply of the non-applicant dated 24.11.2010, it is submitted that meter was faulty and average bill of 5 months for the period December 2007 to April 2008 was issued. Also in para-II of reply of the non-applicant dated 24.11.2010, it is submitted that meter was faulty. Therefore it was changed on 06.02.2009 and average bill of 7 months for the period August 2008 to February 2009 was issued.
8. However according to MERC Supply Code Regulations 15.4.1 second proviso....

“In case the meter has stopped recording, the consumer will be billed for the period for which the meter has stopped recording, upto a maximum period of three months, based on the average metered consumption for twelve months immediately preceding the three months prior to the month in which the billing is contemplated”.

Therefore on both these above referred circumstances, the non-applicant has to comply the provision laid down under second proviso Regulation 15.4.1 of the MERC (Supply Code & Other Conditions of

Supply) Regulations 2005 for billing in the event of defective meter.

9. Therefore the non-applicant shall charge for the period December 2007 to April 2008 and for the period August 2008 to February 2009 for 3 months only in each period. The charging should be based on the average metered consumption for twelve months immediately preceding respective three months. Therefore the Forum proceed to pass the following order.

### ORDER

The grievance application is partly allowed.

1. The non-applicant is directed to comply the provision 15.4.1 (second proviso of) MERC (Supply Code Regulation & Other Conditions of Supply) Regulation 2005 for billing in the event of defective meter.
2. The non-applicant shall revise the bills for the period of December 2007 to April 2008 and August 2008 to February 2009 and shall be charged for 3 months only in above periods respectively.
3. The basis of revision shall be average metered consumption for twelve months immediately preceding these three months.

4. The non-applicant shall carry out this order and report compliance to this Forum on or before 30 days from the date of issue this order.
  
5. The grievance application is finally disposed off.

Sd/-                                  Sd/-                                  Sd/-  
**(Smt K.K.Gharat) (Smt.Gauri Chandrayan) (ShriShivajirao S.Patil)**  
Member-Secretary                  MEMBER                                  CHAIRMAN  
**CONSUMER GRIEVANCE REDRESSAL FORUM**  
**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's**  
NAGPUR URBAN ZONE, NAGPUR.