

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

Case No. CGRF(NZ)173/2016

Applicant : Smt. Suman B. Agne
408, Hanumannagar
Nagpur-09.

Non-applicant : Nodal Officer,
The Superintending Engineer,
(D/F.) NUC, MSEDCL,
NAGPUR.

Applicant :- In person.

Respondent by 1) Shri Tekam, Nodal Office.
2) Shri Dahasahastra, SSDL Nagpur.

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

2) Shri N.V.Bansod
Member

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

ORDER PASSED ON 23.11.2016.

1. The applicant filed present grievance application before this Forum on 03.11.2016 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. Applicant's case in brief is that he received excessive electricity bill since April-2016. Therefore he approached to learned IGRC. Learned IGRC directed to

revise the bill of April-2016 to June-2016 considering monthly average of 1250 units. But he is not satisfied with this order. Applicant alleged that though the meter is stopped even then it runs and continuously shows the consumption. SNDL has tested the meter but he is not satisfied with that testing. Therefore he requested to revise the bills since April-2016 to June-2016.

3. Non applicant, denied applicant's case by filing reply dated 21.11.2016. It is submitted that the meter is tested in the laboratory of SNDL on 29-06-2016 and it is found O.K. Applicant was not satisfied with this testing. Therefore meter was tested in the laboratory of MSEDCL on 23-08-2016 and found O.K. This fact of testing the meter in the laboratory of MSEDCL was not brought to the notice of IGRC by the applicant. Therefore learned IGRC directed to revise the bills on the basis of connected load and credit of Rs.22974.60 p.s. is given to the applicant. No more relief can be granted to the applicant. Grievance application deserves to be dismissed.

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

5. We have carefully perused meter testing report of meter testing laboratory of SNDL dated 29-09-2016 and it shows that meter was O.K. We have also carefully perused meter testing report dated 25-08-2016 issued by Executive Engineer, Urban Testing Division, MSEDCL, Nagpur and it shows that the meter is O.K. Therefore it is clear that meter was tested in the laboratory of MSEDCL on 25-08-2016 and found O.K. It is noteworthy that order in case No.148/2016 is passed by learned IGRC on 26-08-2016 i.e. on the next date of meter testing in the laboratory of MSEDCL. It means before same days of testing the meter by applicant in the

laboratory of MSEDCL, matter before IGRC must have been closed for order. Record shows that the fact of testing the meter in the laboratory of MSEDCL was not brought to the notice of IGRC either by applicant or at least by SNDL. Therefore IGRC erroneously hold that meter is faulty and directed to revise the bills of the applicant since April-2016 to June-2016. Credit of Rs.22974.60 p.s. is already given to the applicant in the month of September-2016 i.e. before about 2 months of presentation of this matter before this forum. In fact applicant was not entitled for this amount of Rs.22974.60 p.s. and order of IGRC was obtained keeping to IGRC in the dark. However SNDL did not challenge this order passed by IGRC to the competent authority i.e. to the Hon'ble High Court. Therefore that order giving the credit of Rs.22974.60 p.s. to the applicant can not be modified. In fact though applicant is not entitled even then IGRC has given credit, now no more relief can be granted to the applicant. We have carefully perused spot inspection report, it shows that there is very heavy load. There are 9 Fans, 19 CFL, 3 Bulbs, 9 Tube lights, 1 T.V., 1 Set off box, 2 Freeze, 1 mixture, 3 A.C., 1 Washing Machine, 1 kitchen exact fan, 1 Micro oven, 1 water filter. There are totally 6 rooms. Therefore there is heavy connected load.

6. In this matter applicant is claiming excessive billing since April-2016 to June-2016. Now let us compare consumption of April-2016 to June-2016 with previous consumption of the applicant. It is noteworthy that in May-2013 his consumption was 1354 units, June-2013 – 2420 units, July-2013 – 1383 units, April-2014 – 1098 units, May-2014 – 1165 units, June-2014 – 2078 units, July-2014 – 1801 units, August-2014 – 973 units, May-2015 – 1540 units, June-2015 – 1046 units, July-2015 – 1186 units, August-2015 – 2043 units whereas in April-2016 consumption is 1703

units, in May-2016 – 1133 units, June-2016 – 2112 units, July-2016 – 995 units. Therefore since 2013 there is same trend of consumption during the month of April to June and considering connected load there was same trends of the consumption therefore it appear that bills are properly issued.

7. Meter is tested in the laboratory of MSEDCL and it is found O.K. Therefore consumption utilized by applicant is correctly recorded by meter. Hence bill can not be revised. For these reasons we find no force in the grievance application of the applicant and application deserves to be dismissed.

8. Hence forum proceed to pass the following order.

ORDER

1. Grievance application is dismissed.

Sd/-
(N.V.Bansod)
MEMBER

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

sd/-
(Shivajirao S. Patil),
CHAIRMAN