

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

Case No. CGRF(NUZ)/302/2014

Applicant : Smt. Shantabai R. Karwade,
User Praveen Karwade,
Indora,
Nagpur.

Non-applicant : Nodal Officer,
The Superintending Engineer,
(Distribution Franchisee),
MSEDCL,
NAGPUR.

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

2) Adv. Subhash Jichkar
Member.

3) Shri Anil Shrivastava,
Member / Secretary.

ORDER PASSED ON 16.1.2015.

1. The applicant filed present grievance application before this Forum on 25.11.2014 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 She received excessive bills. Therefore bills be revised. Being aggrieved by the order passed by Learned I.G.R.C. she approached to this Forum.

3. Non applicant denied applicant's case by filing reply Dt. 9.12.2014. It is submitted that bill of August 2014 was issued for 914 units. Applicant complained that this bill is excessive. M/s. SNDL found that incorrect meter reading was noted in July 2014 and therefore slab benefit was given in the bill of August 2014. Applicant approached to I.G.R.C. Learned I.G.R.C. ordered to test the meter in meter testing laboratory. Meter of the applicant is replaced. Old meter is tested in the laboratory of SNDL and it is found O.K. Grievance application deserves to be dismissed.

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

5. Spot inspection report shows that there are 10 rooms. 12 persons are residing. There are 2 floors to the building. It is pertinent to note that there is specific note at the bottom of spot inspection report to the effect that "Load taken as per consumer's say and consumer did not allow to go inside". Therefore consumer did not allow staff of SNDL to inspect the spot to note down connected load. Applicant was dictator who dictated the load as per his sweet desire and no other alternative was left with SNDL than to record connected load orally told by the consumer.

6. It is rather surprising to note that in spot inspection report it is mentioned that there are 10 rooms, 12 persons and 2 floors to the building. However, in column of connected load, surprisingly it is mentioned that there are only 3 fans, 5 bulbs, 5 CFL, one tube light, 3 TV, 3 set top box, 1 freeze, 2 coolers, one motor and one mixer. When there are 10 rooms, it is practically impossible that there are only 3

fans and 2 coolers only. Therefore this spot inspection report is not only suspicious but bogus. According to the provisions of Electricity Act 2003 and the said regulations, staff of Distribution Licensee or Distribution Franchisee has legal right for entry in the house of the consumer to note down the connected load and any other official purpose. Obstructing the staff while performing their public duty by the applicant is itself illegal.

7. Record shows that reading of the applicant for July 2014 was erroneously recorded only 160 units and reading of August 2014 is 914 units. This mistake is already corrected. Slab benefit is already given to the applicant. Amount of Rs. 812.80 is given credit by way of slab benefit in the bill of September 2014.

8. Meter of the applicant is tested in meter testing laboratory and as per meter testing report Dt. 14.11.2014, meter is O.K. Therefore bill of the applicant can not be revised. Hence following order: -

ORDER

- 1) Grievance application is dismissed.

Sd/-
(Anil Shrivastava)
MEMBER
SECRETARY

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Shivajirao S. Patil),
CHAIRMAN