

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

Case No. CGRF(NUZ)/43/2014

Applicant : Shri Kapil Rajendra Ganveer,
Indora, Bhandar Mohalla
Nagpur : 14.

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

Quorum Present : 1) Shri Vishnu S. Bute,
Chairman.
2) Adv. Subhash Jichkar
Member.
3) Shri B.A. Wasnik,
Member Secretary.

ORDER PASSED ON 19.3.2014.

1. The applicant filed present grievance application before this Forum on 6.2.2014 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 applicant is a residential consumer of non applicant, bearing Consumer No. 410016227351. He has received excessive bills. He complained to non applicant. Non applicant has informed that the meter is O.K.

The consumer approached I.G.R.C. However, I.G.R.C. disposed off the grievance application of the consumer by order dated 26.12.2013. However, consumer is not satisfied with the said order. Hence consumer filed present grievance application before this Forum for revision of excessive bill.

3. Non applicant denied applicant's case by filing reply Dt. 3.3.2014. It is submitted that consumer is being issued energy bills as per meter reading. On receipt of complaint from the consumer that he is receiving excessive bills since May 2013; his meter No. 76/13830767 was tested with acucheck and meter was found O.K. The consumer approached I.G.R.C. Learned I.G.R.C. held that the average consumption from March 2013 to November 2013 is 260 units per month and period from March 2013 to September 2013 being summer season and moreover in December 2013 the consumption is 169 units, the meter can not be termed as defective. Hence as there is no need to retest the meter, Learned I.G.R.C. rejected the grievance application of the applicant by order dated 26.12.2013. As such Grievance application may be dismissed.

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

5. CPL of the consumer shows that the consumption of the applicant is increased considerably as compared to previous months consumption. Forum also observed that though the applicant requested for replacement of meter, non applicant did not replace the meter. Record also shows that the meter is 2.56% fast in acucheck test, hence should have been replaced but it was not done. Hence it

is necessary to consider sudden rise in meter reading since May 2013. Forum is also of the opinion that the meter should be immediately replaced by the non applicant.

6. For these reasons, Forum proceeds to pass following order: -

ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is directed to replace meter of the applicant immediately by duly tested meter.
- 3) Non applicant is hereby directed to withdraw the billing of the applicant from May 2013 till replacement of meter No. 76/13830767, along with interest, D.P.C. and other charges if any.
- 4) Non applicant is further directed to revise bill of the applicant by charging average monthly consumption of corresponding period of previous year i.e. May 2012 till the month of previous year in which meter is replaced in the present year, for the period in dispute i.e. from May 2013 till replacement of meter, and issue revised bill accordingly.
- 5) Non applicant to report compliance within 30 days from the date of this order.

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

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Vishnu S. Bute),
CHAIRMAN