

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

Case No. CGRF(NUZ)/174/2006

- Applicant : Shri Vijay Jayram Hajare
Plot No. 1419, New Nanandwan,
Nagpur.
- Non-applicant : MSEDCL represented by
the Nodal Officer-
Executive Engineer,
Mahal Division, NUZ,
Nagpur.
- Quorum Present : 1) Shri S.J. Bhargawa
Executive Engineer &
Member Secretary,
Consumer Grievance Redressal
Forum, Nagpur Urban Zone,
Nagpur.
- 2) Smt. Gouri Chandrayan,
Member,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.

ORDER (Passed on 08.01.2007)

The present grievance application has been filed on 15.12.2006 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.

The grievance of the applicant is in respect of recording of meter in no. of 1000 units (4th digit) due to faulty behavior.

Before approaching this Forum, the applicant had filed his complaint application with Internal Grievance Redressal Cell on 07.11.2006. He is not satisfied with the order passed by the Internal Grievance Redressal Cell vide no. 886 dated 08.12.2006 and hence, he had filed the present grievance application.

As per clause no. 6.12 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006. The application was forwarded to Nodal Officer for his comments. The copy of the parawise reply of Nodal Officer was given to the applicant as such all the rules were followed.

The matter was heard by us on 08.01.2007.

The applicant Shri V.J. Hajare, consumer no. 41001148854/3 contended that the meter no. 593689 was working correctly till June, 2006 but in the month of July-2006, September-2006, October-2006 and November,2006 he received bill of Rs.19,770/-, Rs. 28,510/-, Rs. 19,011/- & Rs. 21,270/- respectively which were abnormal. He observed that the progressive change in meter reading is in 1000 figures and as such meter is not recording properly. He requested to replace the meter and issue correct bill accordingly. He further informed that his normal consumption is about 170-180 units per month.

The non-applicant in his parawise comments submitted that reading in November, 2005 in meter no. 593689 was 9817 units. The meter was replaced on 28.12.2006 with bearing the reading 4804,

thus total consumption for 13 months comes to $14808-9817=4991$ units, which comes to 383.92 units average per month. He has revised the bill accordingly giving slab benefit and tariff in force from November to September, 2006 and October to December, 2006. He informed that the meter reader could not ascertain the fact that reading cycle of 10000 units is completed as such there is no faulty status, which was mentioned giving rise to excessive bills.

He has further informed that the on 18.08.2006, 22.09.2006, 30.11.2006 and 27.12.2006 the meter was checked with accu-check meter and found correct in the presence of the consumer who has signed the reports. After the removal of meter same was tested in testing laboratory and found 0.5% fast which is within limits. He explained that the meter reader did not notice the completion of cycle and wrongly mentioned faulty status due to which bill of Rs. 19,770/- was issued in August, 2006, now the total bill calculated is Rs. 21,055.41 for 13 months out of which consumer has already paid Rs. 13,130/- and balance Rs. 7,925/- has to be paid.

The Forum observed that the contention of the consumer that average consumption as 170-180 units is not acceptable. During the period July-August, 2004, Sept.-Oct. 2004, Nov.-Dec., 2004, January-Feb., 2005, March-April, 2005 consumption is 895, 800, 821, 864 and 639 being two months consumption. Only in May-June, 2005 and July-August, 2005 consumption is 398 and 429 units (for two months) period. Thus total bills work out to be Rs. 21,055.41 for 4991 units. Consumer has already paid Rs. 13,130/- and balance arrears of Rs. 7,925.41/- is correct and consumer should pay this amount to clear the dues up to December, 2006. Further the working of

meter was checked with accu-check meter in presence of the consumer and found correct. The wrong bills were issued due to mentioning of faulty status by meter reader who did not bother to note correct status of completion of 10000 reading cycle. On request of consumer said meter is also replaced on 28.12.2006.

In view of the above the grievance of consumer no longer exists and it stands disposed off accordingly.

Sd/-
(S.J. Bhargawa)
Member-Secretary

Sd/-
(Smt. Gauri Chandrayan)
MEMBER

CONSUMER GRIEVANCE REDRESSAL FORUM
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's
NAGPUR URBAN ZONE, NAGPUR.

Member-Secretary
Consumer Grievance Redressal Forum,
Maharashtra State Electricity Distribution Co.Ltd.,
Nagpur Urban Zone, NAGPUR