

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

Case No. CGRF(NUZ)/282/2014

Applicant : Late Shri K.B. Pokle,
User Shri Ravindra K. Pokle,
11, Canal Road, Ramdaspath,
Nagpur.

Non-applicant : Nodal Officer,
The Executive Engineer,
Congressnagar Division,
MSEDCL, NUC,
NAGPUR.

Quorum Present : 1) Shri Shivajirao S. Patil,
Chairman.
2) Adv. Subhash Jichkar
Member.
3) Shri Anil Shrivastava,
Member / Secretary.

ORDER PASSED ON 5.1.2015.

1. The applicant filed present grievance application before this Forum on 10.11.2014 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 there are two residential blocks and there are 2 separate meters in each block. Applicant is residing in 1 block and his brother Shri Surendra K. Pokle is residing in another block. Previously both the meters were in the name of deceased father of the applicant and meters were installed in front portion of each block. There was electrical supply from meter No. 7612690254, Consumer No. 410010122531 to the back side block of the applicant and there was electricity supply from Meter No. 7612689326, Consumer No. 410010122540 to the front side block of brother of the applicant Shri Surendra K. Pokle.

3. Previously applicant and his brother were residing in front side block and there was tenant in back side block. Before 4 years applicant shifted to back side block and since then he is having electricity supply of Meter No. 7612690254, Consumer No. 410010122531. Brother of the applicant Shri Surendra Pokle is paying the bills of Meter No. 7612689326, Consumer No. 410010122540. On 28.8.2014, some electrician and one Smt. Nisha Choudhari Engineer, suddenly came for inspection purpose and told to the applicant that there is lock to the room and therefore it is not possible to take reading in case of lock to the house and they suggested installing the meter outside the room. Applicant expressed his willingness for shifting of his meter and installation to outside of the room. Electrician of M.S.E.D.C.L. installed the meter outside of the room but while shifting, those meters were replaced. Meter No. 7612689326, Consumer No. 410010122540 is given to the applicant. The applicant told that it is not his meter but his meter No. is 7612690254, Consumer No.

410010122531 and applicant is paying the bill of same meter. Applicant told them to inspect the receipts of payment but they did not listen anything.

4. Applicant paid all bills of Meter No. 7612690254, Consumer No. 410010122531 before 28.8.2014 and his brother Shri Surendra K. Pokle paid the bills of Meter No. 7612689326, Consumer No. 410010122540.

5. Since April 2014, there was excessive billing to his brother Consumer No. 410010122540 Meter No. 7612689326 and therefore his brother did not pay the bills. Therefore there are arrears of Rs. 18920/- against his brother.

6. Smt. Nisha Choudhari, Engineer of Dhantoli office, replaced the meter and applicant complained regarding exchange of meter in reshifting and requested to hand over his original meter to him. Applicant learnt that bills of his meter, which is paid regularly, he paid Rs. 8000/- excessive and therefore he will get refund of Rs. 8000/-. Smt. Nisha Choudhary Engineer while replacing of the meter exchanged the meters and therefore brother of the applicant got this refund of Rs. 8000/- and arrears of brother of the applicant Rs. 8000/0 is shown as arrears against applicant which applicant never used. Applicant approached to I.G.R.C. and I.G.R.C. passed order. There was spot inspection and it was revealed that while replacement of meter erroneously meters were replaced and accordingly bills were revised.

7. Being aggrieved by the order passed by I.G.R.C. applicant approached to this Forum.

8. Non applicant denied applicant's case by filing reply Dt. 27.11.2014. It is submitted that there are 2 Nos. of electrical connections in the premises, Plot No. 11, Canal Road, Ramdaspath Nagpur giving supply to 2 separate blocks. Both the connections are in the name of late Shri K.B. Pokle. Applicant filed complaint against change of meter without notice. Electricity meter of applicant bearing Consumer No. 410010122531/2 is fitted on the Board where he is residing along with another meter bearing Consumer No. 410010122540/2. Consumer No. 410010122531 was painted on the terminal of the meter and meter reader is taking reading of the meter painted with this Consumer number, but the fact is that supply from this meter connection was going to another consumer i.e. Terminal Plate No. 410010122540. Asstt. Engineer, Dhantoli Section office has inspected the spot on 28.8.2014 and noticed this fact and she removed the technical problem. Taking into consideration the inspection report by Asstt. Engineer, Dhantoli section and checking the meter photos by Regent Sub-Division office energy bills of both the consumers were revised from July 2014 to October 2014 and necessary entries passed in billing cycle of November 2014. Thus now applicant consumer bearing Consumer No. 410010122540-2 which has net bill of Rs. 19977.91 at the end of October 2014 has been given the credit of Rs. 14767.32 and this Consumer has to pay Rs. 5990.01, whereas Consumer Shri K.B. Pokle bearing Consumer No. 410010122531-2 which has net credit bill

of Rs. 5830.30 in the month of October is given debit of Rs. 12773.01 and has to pay Rs. 7963.80 only. The above assessment has been done as per order of Learned I.G.R.C.

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

10. Record shows that both the meters are in the name of deceased Shri K.B. Pokle. Both the meters were installed in inner portion of the house and therefore it was not possible for meter reading staff to note the meter reading in case the house remains locked. Therefore naturally the staff of M.S.E.D.C.L. directed to reshifting of the meter outside portion so that even if the house remains locked they can take meter reading. It appears that at the time of replacement of the meter, the meters exchanged due to oversight or mistake and therefore the entire problem created. However, applicant approached to I.G.R.C. There was spot inspection. The replaced meters which were initially installed erroneously were corrected. Now that problem came to an end. Learned I.G.R.C. also considered revision of bills properly so also proportionate reliefs are already given to applicant and his brother. Previous incorrect assessment is revised and credit is already given. Considering detail reply of M.S.E.D.C.L. Dt. 27.11.2014 it appears that now the entire grievance of the applicant is completely redressed. What remains is merely the directions to be issued to Smt. Nisha Choudhary, A.E. Dhantoli Section office that she should be more

careful in future. With these observations, Forum proceeds to pass following order :-

ORDER

- 1) Grievance application is partly allowed.
- 2) So far as exchange of meters is concerned, grievance of the applicant is fully redressed.
- 3) So far as revision of bill is concerned grievance of the applicant is fully redressed. However, Smt. Nisha Choudhari, A.E. Dhantoli Section office, M.S.E.D.C.L. is hereby directed that she should be careful and cautious in future and not to repeat such mistakes failing which M.S.E.D.C.L. shall be at liberty to take departmental action against her in accordance with law.

Sd/-
(Anil Shrivastava)
MEMBER
SECRETARY

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Shivajirao S. Patil),
CHAIRMAN