

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

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**Case No. CGRF(NUZ)/089/2010**

Applicant : Shri. Keshavrao N. Paratwar  
13/A, Mahavir Nagar,  
NAGPUR.

Non-applicant : MSEDCL represented by  
the Nodal Officer-  
Executive Engineer,  
Mahal Division,  
Nagpur.

Quorum Present : 1) Shri Shivajirao S. Patil  
Chairman,  
  
2) Adv. Smt. Gouri Chandrayan,  
Member,  
  
3) Smt. Kavita K. Gharat  
Executive Engineer &  
Member Secretary,

**ORDER (Passed on 04.01.2011)**

The applicant Shri. Keshavrao Nemaji Paratwar, 13/A, Mahavir Nagar, Nagpur filed present grievance application on dated 12.11.2010 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.

1. Shri. Keshavrao N. Paratwar, the applicant, has received an exorbitant electricity bill of amount Rs.109623.08 for the month of July 2010 from the non-applicant. This bill is not acceptable to the applicant. Therefore the applicant has filed the grievance on 07.09.2010 in IGRC, Nagpur Urban Circle. But no hearing is conducted by IGRC within 60 days as per regulation. Hence being aggrieved the applicant has filed the grievance application in the Forum on dated 12.11.2010 and requested to the Forum that ....

1) To withdraw the exorbitant bill of Rs.109623.08

2. The applicant's case in brief is that prior to February 2009, the applicant has been received regular electricity bill with meter reading. In the month of February 2009, the old meter was replaced and after that for 17 months the applicant has received electricity bills with average consumption. Thereafter in the month of July 2010 the applicant has received an exorbitant bill. The applicant has enquired about this, the non-applicant has informed to the applicant that as a wrong meter code was fed to the computer. After meter replacement average consumption bills have issued for 17 months. On inspection of July-10 and after receiving actual meter reading necessary corrections are incorporated in the record and the said bill is issued.

3. The applicant has stated that during the inspection of premises some scrap electricity equipments were lying in the premises which has been considered for electricity consumption. Therefore because of mistake on non-applicant's side and considering scrap equipments for average consumption, the exorbitant bill which issued is not acceptable to him. Therefore the applicant has prayed that a proper bill should be given to him. The electricity bill of Rs.1,09,623.08 which is given to him all of a sudden is excessive. Therefore it is to be quashed. The applicant has further requested that he has filed the grievance at IGRC in the month of Sep-10, but no action was initiated. Therefore there can not be any interest charging on the outstanding bill for the above period.
  
4. The non-applicant has submitted the reply in the Forum on dated 06.12.2010. It is submitted that the applicant's old meter with meter no. 1041072 was replaced by new meter with no. 11214539 in February, 2009. Thereafter there was no meter reading for 17 months. The electricity bills with average consumption are issued to the applicant during this period. In the month of July 2010, an inspection squad of the non-applicant has visited the applicant's premises. It is found that the applicant has been charged average consumption which is on lower side as compared to his normal consumption. Therefore by taking 18903 as meter reading on the date of inspection and initial reading for the meter at the

time of replacement, the total consumption of 18899 units is calculated. In addition to this the left over units of old meter i.e. 88 units are also charged. Therefore in the month of July 2010 total 18907 units for 18 months are charged to the applicant. Also the average units are withdrawn from the above period with amount Rs.21,466.08.

5. The non-applicant has denied allegation of the applicant in his reply. The non-applicant has stated that the applicant has objected for new meter and therefore again on 01.10.2010 new meter is installed. As per the meter testing report dated 16.10.2010, this meter is working properly without any defects. Therefore the bill issued to the applicant is correct and need no further rectification.
6. The matter was heard in the Forum on dated 09.12.2010. Both the parties were present. On behalf of the non-applicant Shri S.P. Waghmare, Executive Engineer, Mahal Division was present.

Shri K.N. Paratwar has pleaded that if the non-applicant could have given electricity bills with actual meter reading during those 17 months, this grievance could not have been arisen. The negligence on non-applicant's part has raised this exorbitant bills. Therefore this bill should be withdrawn.

The non-applicant clarified that although the bill which has been raised is for 17 months, but it is as per

actual meter reading. Hence there cannot be any correction in the bill.

7. Forum heard arguments from both the sides and gone through the documents on record. It shows that meter of the applicant is properly working. It is duty of the non-applicant to issue monthly bills on regular basis as per actual meter reading. However instead of issuing monthly bills on the basis of consumption, the non-applicant has issued a lump sum bill of Rs.109623.08/- for 17 months. This shows negligence on the part of non-applicant. It resulted into mental harassment of the applicant.

8. As per Regulation 14.3 of MERC (Supply Code Regulation in respect of reading of meter.

“Meter readings shall be undertaken by the authorized representative at-least once in every three months in the case of agricultural consumers, and at least once in every two months in the case of all other consumers, unless otherwise specifically approved by the Commission for any consumer or class of consumers.”

The non-applicant has failed to comply the above regulations. Also the non-applicant has failed to meet the Standard of Performance specified as per SOP Regulations for reading of consumer’s meter. This is the main reason for this grievance.

9. Therefore in nutshell as meter is properly working, in the opinion of the Forum bill issued by the non-applicant is perfectly correct and it cannot be quashed and set aside and nor modified. Therefore Forum hold that the bill issued by the non-applicant is perfectly legal.
10. However the non-applicant did not issue regular monthly bills as per meter reading. On the contrary issued lump sum bill of Rs.109623.08 which resulted into mental harassment to the applicant. Therefore the Forum hold the applicant is entitled for compensation as per MERC SOP Regulation, 2005 appendix 7(i).

“Rs. 100 for first month or part thereof of delay; Rs. 200/- per month or part thereof beyond the first month of delay”

The Forum also in a view to award compensation of Rs.2000/- for mental harassment of the applicant due to negligence on non-applicant's part.

10. The Forum has also observed that IGRC has not conducted any hearing for 60 days which again leads to increase in outstanding amount due to increase in interest. Therefore in Forum opinion it is not proper to recover interest amount for the above period due to delay caused by the non-applicant in consumer grievance redressal process.

The Forum proceed to pass the following order.

## ORDER

The grievance application is partly allowed.

1. The compensation as per SOP for not reading of consumer's meter for 17 months is awarded as Rs.100/- for first month and Rs.200/- for 15 months. Therefore the non-applicant is hereby directed to pay compensation of Rs.3100/- for the bills which are not issued monthly as per meter reading since December 2009 for a period of 16 months,
2. The non-applicant shall pay compensation of Rs.2000/- to the applicant for mental harassment.
3. The non-applicant shall pay total compensation of Rs.5100/- to the applicant.
4. The non-applicant is directed to waive off the interest amount for the period September 2010 to December 2010.
5. The non-applicant shall carry out this order and report compliance to this Forum on or before one month from the date of issue of this order.
6. The grievance application is finally disposed off.

Sd/-	Sd/-	Sd/-
(Smt K.K.Gharat)	(Smt.Gauri Chandrayan)	(ShriShivajirao S.Patil)
Member-Secretary	MEMBER	CHAIRMAN
CONSUMER GRIEVANCE REDRESSAL FORUM		
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's		
NAGPUR URBAN ZONE, NAGPUR.		