

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

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**Case No. CGRF(NUZ)/45/2014**

Applicant : Shri Ashok M. Mankar,  
Untakhana Road,  
Medical Square,  
Nagpur : 09.

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 3.4.2014.**

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. 410013999493. He has received average energy bills for 538 units per month since the replacement of meter in June 2013. Suddenly, in

the month of December 2013, he received bill for Rs. 36620.00, with consumption as 4910 units and adjustment of 700 units. He complained to non applicant. Non applicant has informed that the bill 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 14.1.2014. 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. 4.3.2014. It is submitted that meter No. 61/00317442 of the consumer was replaced in June 2013 and new meter No. 55/SND-37876 was installed. However, as the details of new meter were not fed to I.T. section, consumer was issued average bill @ 538 units per month for the period from June 2013 to October 2013. In the month of November 2013, bill for actual meter reading for 4910 units plus previous adjustment of 700 units totaling to 5610 units was issued for Rs. 36617.30 by deducting Rs. 19915.29 paid towards previous average. Consumer complained regarding excessive bill in November 2013. Therefore meter No. 55/SND-37876 was replaced in December 2013 and new meter No. 65/G-1071531 was installed. Meter No. 55/SND-37876 was tested in meter testing laboratory where meter was found O.K. Consumer then approached to I.G.R.C. Learned I.G.R.C. partly allowed the grievance application of the applicant by order dated 14.01.2014. As such Grievance application may be dismissed.

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

5. During the hearing, this Forum directed that the applicant's meter No.55/SND - 37876 should be tested in M.S.E.D.C.L's laboratory and report be submitted before the Forum. Accordingly, Executive Engineer, Testing Division (U), MSEDCL, Nagpur has submitted meter testing report on record to the effect that the meter is O.K. Hence it is clear that the consumption recorded by the meter is the consumption actually utilised by the consumer and as such there is no need for revision in the bills.

6. However, CPL of the consumer shows that the applicant was billed on average basis @ 538 units per month for 5 months. This is not proper as per the said regulations. Hence it is necessary to divide the consumption of November 2013 in 6 months i.e. from June 2013 to November 2013 and bill should be revised by giving suitable slab benefit. Moreover, the adjustment of 700 units shown in November 2013 is not justified for the reason that neither the exact date of replacement of meter nor the final reading at the time of meter replacement is given in the reply of non applicant. Hence the reading mentioned in the CPL of the applicant submitted with reply of the non applicant i.e. 4910 is to be considered as F.R. and therefore 700 units adjustment needs to be withdrawn.

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

#### ORDER

- 1) Grievance application is partly allowed.

- 2) Non applicant is directed to with draw the bill charged for the period from June 2013 to November 2013 along with DPC, interest and other charges if any.
- 3) Non applicant is hereby directed to revise the bill of the applicant for the period from June 2013 to November 2013 by dividing the consumption of November 2013 i.e.4910 units into 6 months by giving suitable slab benefit for each month.
- 4) Non applicant is further directed to deduct the amount paid by the applicant during the above period i.e. from June 2013 to November 2013 and issue revised bill accordingly.
- 5) Non applicant is also directed to pay the compensation for not taking the meter reading regularly amounting to Rs. 600/- to the applicant as per MERC (Standard of Performance of Distribution Licensee, Period for giving supply and Determination of Compensation) Regulations, 2005 and adjust this amount in the bill of the applicant.
- 6) 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