

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

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**Case No. CGRF(NUZ)/324/2014**

Applicant : Shri Victor Devsagayam Bastain,  
"Philomena Bhavan" (School),  
71-A, Rambagh Layout,  
Medical Square,  
Nagpur.

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

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

**ORDER PASSED ON 5.2.2015.**

1. The applicant filed present grievance application before this Forum on 10.12.2014 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as Regulations).

2. Applicant's case in brief is that he made complaint to SNDL on 6.8.2014 in respect of issuance of bill of June 2014 with wrong tariff category of L.T.- X (Public Service) as against category of residential. Therefore he requested to restore his tariff category of

residential user & for revision of his bills accordingly. Being aggrieved by the order passed by I.G.R.C. he approached to this Forum.

3. Non applicant denied applicant's case by filing reply Dt. 3.1.2015. It is submitted that Learned I.G.R.C. has already decided the matter as per order dated 29.11.2014. Grievance application deserves to be dismissed.

4. Forum heard argument of non applicant and perused record.

5. Applicant argued that there are 2 separate meters of the applicant. Consumer No. 410012610479 is commercial connection for school and tariff L.T. – X (public service) is correctly applied and it is undisputed meter. It has nothing to do with residential connection.

6. There is another residential connection which is in dispute bearing Consumer No. 410013959696 for residential purpose. However, address of this consumer is written by non applicant as "Shri Deosagayam A. Bastian School, 71 A, Rambagh Layout, Nagpur". Same is the address on both the consumer numbers. Therefore while taking the reading of residential connection meter reader simply read the wording "School" in the address and though it is residential connection applied "Public Service" tariff. In the address "School" is mentioned only to identify the location. On one floor there is school and besides the school there is residential house. But employees of SNDL wrongly applied tariff of the school L.T.- X to residence.

7. Therefore it is necessary to change the tariff of the applicant as residential tariff for Consumer No. 410013959696 and to revise the disputed bills and not to apply D.P.C. and interest etc.

8. Hence Forum proceeds to pass following order :-

### ORDER

- 1) Grievance application is allowed.
- 2) SNDL is hereby directed to revise all disputed bills of Consumer No. 410013959696 and to apply category of residential instead of L.T.-X (Public Service) without any DPC and interest.
- 3) Compliance should be submitted within 30 days from the date of this order.

Sd/-  
(Anil Shrivastava)  
MEMBER  
SECRETARY

Sd/-  
(Adv. Subhash Jichkar)  
MEMBER

Sd/-  
(Shivajirao S. Patil),  
CHAIRMAN