

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

Case No. CGRF(NUZ)/328/2014

Applicant : Smt. Shobha Ganeshrao Ingole,
Parvati Nagar,
Rameshwari Road,
Nagpur : 27.

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 12.2.2015.

1. The applicant filed present grievance application before this Forum on 16.12.2014 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 she is receiving excessive bills. During the month of September 2014 consumption is shown 640 units. It is excessive and therefore bills may be revised.

3. Non applicant denied applicant's case by filing reply Dt. 3.1.2015. It is submitted that meter is tested by acucheck on 29.10.2014 and it is found O.K. As per order passed by Learned I.G.R.C. Dt. 14.11.2014, meter is tested in the laboratory in presence of the applicant and it is found O.K. Therefore bill can not be revised. Grievance application deserves to be dismissed.

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

5. Applicant Lady argued before the Forum that she is working in N.M.C. There is conservative use, less connected load and trend of previous consumption shows that meter jumped in September 2014. We have carefully perused CPL of the applicant. Her consumption is really much less. It was less than 81 units per month. She never consumed 85 units in any month. However, it is rather surprising to note that in September 2014 consumption is shown 640 units. Therefore only conclusion which can be drawn, is that meter must have jumped in that month. Therefore in our opinion, average of next three months should be considered and bill of September 2014 shall be revised.

6. It is noteworthy that in the month of December 2013, January 2014 and February 2014, there is 'locked' status. In October 2014 also, there is 'locked' status. In February, March and April 2013, there was 'locked' status in all these months. Therefore it appears that employees of SNDL are not properly noting actual reading. That may be reason why consumption of the applicant in January 2012 is 15 units, February 2012 is 8 units, March 2012 is 14 units, July 2012 is 10 units, August 2012 is 26 units, September 2012 is 16 units, November 2012 is 26 units, December 2012 is 21 units, January 2013 is 13 units, June 2013 is 26 units. These are in fact suspicious readings. It appears that employee of SNDL is not going

to the spot or manipulating the reading just to minimize the bill. Therefore superior authority of SNDL shall keep proper control and instruct the meter reader to record the meter reading correctly as per available situation. Hence following order :-

ORDER

- 1) Grievance application is partly allowed.
- 2) It is hereby directed that consumption of next 3 months shall be considered and bill of September 2014 shall be revised considering that average consumption.
- 3) Business head of SNDL is hereby directed to give appropriate instructions to meter reader that he should record actual meter reading every month correctly and not to manipulate readings imaginary.
- 4) Compliance should be reported in 30 days from the date of this order.

Sd/-
(Anil Shrivastava)
MEMBER
SECRETARY

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Shivajirao S. Patil),
CHAIRMAN