

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

Case No. CGRF(NUZ)/28/2012

Applicant : Shri Morumal Chimandas, Through
User Shri Ramesh Ahuja,
At Nagpur Gramophone House,.
Bhandara Road, Nagpur.

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

Quorum Present : 1) Shri. Shivajirao S. Patil
Chairman,

2) Adv. Smt. Gouri Chandrayan,
Member,

3) Smt. Kavita K. Gharat
Member Secretary.

ORDER PASSED ON 7.5.2012.

The applicant filed present grievance application before this Forum on 12.3.2012 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as Regulations).

1. The applicant's case in brief is that the Consumer Number of the applicant is 410011251904. Every month, the applicant was getting the electricity bill of Rs. 280/- to Rs. 300/-, till February 2011. In March 2011, the applicant received a bill of

Rs. 4111.23. The applicant requested on many occasions and thereafter meter was replaced after one year. Meanwhile, on 30.12.2011, there was disconnection. The applicant paid average bill + Rs. 50/- fine. Thereafter supply was restored. The applicant received all bills as per average. Bills are not issued as per actual consumption. Therefore the applicant prayed that bill of March 2011 may be corrected.

2. The Non applicant denied the applicant's case by filing reply on Dt. 29.3.2012. It is submitted that till June 2010 meter was working properly. Since July 2010 the meter was faulty. Therefore average bill of 500 units was issued for the month of March 2011. It is submitted that the application may be rejected.

3. Forum heard arguments of both the sides and perused the entire record.

4. Heard both parties and on careful perusal of the record specially CPL, it appears that the meter is stopped since July 2010. But in CPL, the meter status was appearing normal with consumption as '0', '1', '2', '4' units in different months up to February 2011. From March 2011 onwards following meter status are observed from CPL.

Month	Meter Status	Units charged
March 2011	Faulty	500
April 2011 to July 2011	Normal	0
August 2011 to Nov. 2011	Faulty	2
December 2011 to Feb. 2012	Faulty	100

The above table and non applicant's submission clearly indicates that meter was faulty since July 2010 and the bills were not issued as per actual consumption. Hence, in our opinion, provisions of regulation 15.4.1 of MERC (Electricity supply code & other conditions of supply) Regulations 2005 for billing in the event of defective meters are applicable. According to this provision, in case the meter is stopped recording the consumption, the consumer will be billed for the period for which the meter is stopped recording, up to a maximum period of 3 months based on the average metered consumption for 12 months immediately preceding the 3 months prior to the month in which billing is contemplated. Therefore it is necessary that the non applicant for the period of stopped meter i.e. July 2010 to February 2012, shall calculate average of 12 months since July 2009 to June 2010 and thereafter shall charge such bill for the month of July 2010, August 2010 and September 2010 only. In this manner, it is necessary to revise the bill of the applicant.

5. Hence the Forum proceeds to pass the following order :-

ORDER

- 1) Grievance application is allowed.
- 2) Non applicant is hereby directed to withdraw all the bills charged as per meter faulty status and revise the bill of applicant

according to Regulation 15.4.1 of MERC (Electricity supply code & other conditions of supply) Regulations 2005.

3) Non applicant shall calculate average of 12 months commencing from July 2009 to June 2010 and thereafter shall charge with calculated average of the bills of July 2010, August 2010 and September 2010 only.

4) Non applicant shall report the compliance of above order within 30 days from the date of this order.

Sd/-	Sd/	Sd/
(Smt.K.K.Gharat)	(Adv.Smt.GauriChandrayan)	(ShriShivajirao S.Patil)
MEMBER	MEMBER	CHAIRMAN
SECRETARY		

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