

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

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**Case No. CGRF(NUZ)/30/2012**

Applicant : Shri Raghuwansh Mishra,  
Ganganagar, near Eklavya School,  
Seminary Hills,  
Nagpur – 13.

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 13.3.2012 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 in the bill Dt. 29.6.2011 for a period of 16.5.2011 to 16.6.2011, consumption of

1240 units amounting to Rs. 8890/- is shown which is excessive. The applicant complained about defective meter immediately after receipt of the bill for June 2011 and requested SPANCO to change the meter and to revise the bill but no action is taken. According to SPANCO, average bill of 354 units every month is perfect from September 2011 to January 2012. Applicant filed grievance application on 27.1.2012. Meter was tested on 3.2.2012 and it is found defective by +16.26% for which officials of SPANCO did not agree for last 9 months. Therefore the applicant filed present application for revision of bills.

2. The Non applicant denied the applicant's case by filing reply on Dt. 3.4.2012. It is submitted that old meter of the applicant was faulty and therefore it was replaced in November 2010 and new meter was installed. Bills were issued as per meter reading and applicant paid bills up to January 2011. In the month of February to March 2011, average bill of 69 units per month was given and applicant paid it. In April 2011, bill of 3 months for 143 units was given. In May 2011, average bill of 68 units was given. Old meter was replaced in February 2012 and new meter was installed. On 1.2.2012, old meter was tested by Acucheck and it is found that meter is excessive by 16.26%. Therefore, bills since May 2011 to Jan. 2012 were revised. It is submitted that the application deserves to be dismissed.

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

4. Admittedly, the meter of the applicant was faulty and therefore provisions of Regulation 15.4.1 of MERC (Electricity Supply code and Other Conditions of Supply) Regulations 2005 are applicable. According to this provision, in case the meter has stopped recording, consumer will be billed for the period for which the meter has stopped the recording up to a maximum period of 3 months based on average metered consumption for 12 months immediately preceding 3 months prior to the month in which billing is contemplated.

5. Therefore, it is necessary to revise the bill of the applicant. Hence Forum proceeds to pass following order :-

#### ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is hereby directed to revise the bills of the applicant and applicant shall be billed for the period for which the meter has stopped recording up to maximum period of 3 months based on the average metered consumption for 12 months

immediately preceding 3 months prior to the month in which the billing is contemplated.

3) 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.**