

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

Case No. CGRF(NUZ)/43/2012

Applicant : Dr.Kailashchandra Ingole,
At Plot No. 44, Kamgarnagar,
Ishwarnagar,
Distt. NAGPUR.

Non-applicant : Nodal Officer,
The Superintending Engineer,
(Distribution Franchisee)
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 25.5.2012.

The applicant filed present grievance application before this Forum on 3.4.2012 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 his energy bill for the month of December 2011 is wrong and excessive in as much as the assessment units of 2245 charged on account of replacement of meter are incorrect. Therefore the applicant

requested to withdraw the same. The applicant had previously filed an application to respective commercial section on 18.1.2012 and 14.2.2012, but on both the times, they have asked the applicant to pay provisional amount every month and that final action will be taken later on. However, no relief was granted by officers of M.S.E.D.C.L.(SPANCO).

2. Therefore, the applicant filed case No. 15/12 before I.G.R.C. I.G.R.C. had only granted suitable installments to the applicant and other prayers were not considered. Being aggrieved by the order dated 27.3.2012 in case No. 15/12, the applicant filed present grievance application before this Forum for revision of his bill for the month of December 2011.

3. The non applicant denied applicant's case by filing reply Dt. 4.5.2012. It is submitted that old meter of the applicant was replaced on 24.11.2011 and new meter was installed. Last reading of old meter was 28636 and initial reading of new meter was 0001. Bill of old meter for the month of August 2011 was given to the applicant considering the last reading 26391. Therefore last meter reading 28636 – 26391 = 2245 units. Due to change of meter in the month of November 2011 average bill of 179 units was given to the applicant. In the month of December 2011, reading of new meter was 251 and opening reading was 0001. Thus, it is calculated as 350 units + 2245 units of old meter. Out of 2595 units, bill of November 2011 Rs. 1082.16 paid by the applicant was deducted and bill for 2 months for Rs. 23067.64 was given

to the applicant and it is correct. The applicant deposited all bills till November 2011. On 18.1.2012, deposited Rs. 3000/-, on 15.2.2012 Rs. 1670/- and on 29.3.2012, the applicant deposited Rs. 12400/-, till the end of March 2012, amount of Rs. 13,462.44 is due and outstanding against the applicant. The application be dismissed.

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

5. M.S.E.D.C.L. has produced enlargement of photo copy of the bill to show that the meter reading was correctly recorded but on close and minute scrutiny also, it is not clearly readable. Therefore, M.S.E.D.C.L. failed to produce cogent evidence on record to show that meter reading was correctly taken and the bill was prepared as per correct meter reading. Considering the CPL and other documentary evidence on record, in our opinion, bill issued by M.S.E.D.C.L. for December 2011 regarding 2245 units is really wrong and excessive and therefore it is necessary to revise the same.

6. For the purpose of revision of bill of December 2011, M.S.E.D.C.L. shall consider bills of the applicant for 12 months immediately preceding December 2011 and then calculate bill of one month and that much amount should be treated as bill of the applicant for December 2011. Hence the following order :-

ORDER

- 1) Grievance application is partly allowed
- 2) M.S.E.D.C.L. is hereby directed to revise bill of the applicant for the month of December 2011.
- 3) For that purpose, M.S.E.D.C.L. shall calculate average bill of one month considering the period of 12 months immediately preceding December 2011 and shall calculate the bill for December 2011.
- 4) Payment made by the applicant shall be adjusted.
- 5) M.S.E.D.C.L. should comply the order within 30 days from the date of this order.

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