

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

Case No. CGRF(NUZ)/87/2014

Applicant : Shri Omkarprasad M. Pande,
Rameshwari Bus Stop,
Parvati nagar,
Nagpur ; 27.

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

Quorum Present : 1) Shri Vishnu S. Bute,
Chairman.

2) Shri B.A. Wasnik,
Member Secretary.

ORDER PASSED ON 13.5.2014.

1. The applicant filed present grievance application before this Forum on 11.4.2014 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as Regulations).

2. The applicant's case in brief is that he is a residential consumer of the non applicant bearing consumer No. 410010397433 Though his meter is working properly, non applicant has issued average bills @ 50 units per month with faulty meter status. The consumer approached to I.G.R.C. However I.G.R.C. has wrongly

disposed off his application holding that the meter is faulty, by order dated 29.3.2014. Hence he filed present grievance application before this Forum for issue of bills as per actual meter reading.

3. Non applicant denied applicant's case by filing reply dated 26.4.2014. It is submitted that meter status was shown as Inaccessible in April 2013 and faulty from May 2013 to February 2014 and bill for average 50 units has been issued. Consumer approached to I.G.R.C. for removal of faulty meter status as the meter is showing progressive reading and issue of bills as per actual meter reading. The existing meter of the applicant is electromagnetic and reading is not properly visible. Hence meter status is shown as faulty. Therefore Learned I.G.R.C. directed to replace the old electromagnetic meter by order dated 29.3.2014. The staff of non applicant approached the consumer several times to change the meter. However, the applicant did not allow them to replace the meter. Hence the non applicant should be allowed to change the meter.

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

5. Forum has observed that the meter reading digits are not showing correctly and hence the meter needs to be replaced. However, Forum has observed that applicant did not allow replacement of the meter which is not as per the procedure and rules in force. Since the meter reading was not properly visible, bill for average units per month was issued. The average consumption

considered is less than the difference between readings of April 2013 to February 2014 (12481 – 11888) = 593 units.

7. For these reasons, Forum proceeds to pass following order: -

ORDER

- 1) Grievance application is dismissed.
- 2) Non applicant is allowed to replace the meter of the applicant and issue future bills as per actual meter reading.

Sd/-
(**B.A. Wasnik**)
MEMBER
SECRETARY

Sd/-
(**Vishnu S. Bute**),
CHAIRMAN