

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

Case No. CGRF(NUZ)/47/2013

Applicant : Shri Ranvir A. Sakhare,
Mhada Colony, Qtr. No. 27,
NAGPUR.

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) Smt. Kavita K. Gharat
Member Secretary.

ORDER PASSED ON 14.5.2013.

1. The applicant filed present grievance application before this Forum on 25.3.2013 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 since last 5 months applicant is receiving excessive electricity bills and therefore his bills may be revised.

3. Non applicant SPANCO denied applicant's case by filing reply Dt. 10.4.2013. It is submitted that meter is tested and it is found O.K. and therefore bill for September 2012 and December 2012 are correct and there is no necessity to revise the same. The application may be dismissed.

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

5. Regarding meter photographs, M/s. SPANCO produced one document on record addressed to the Forum. It is e-mail by SPANCO to Forum. In this e-mail it is information as under : -

“ In this case consumer is disputing the bills for the month of September 2012 & December 2012. Ongoing through the meter photographs it is observed that bills for these months are raised as per reading & there is no deviation in readings recorded in CPL. We have also given slab benefit to the consumer for the period from June 2012 to September 2012 wherein credit for Rs. 1724.32 was extended to the consumer which reflected in the billing month of December 2012. This credit for slab benefit was extended as meter photographs for this period were not showing reading”.

Meter images along with site visit report & bill revision sheet is attached for reference.

6. Therefore as per this e-mail of M/s. SPANCO slab benefit is given to the applicant for the period June to September 2012 and credit of Rs. 2724.32 was extended to the applicant which reflected in the billing month of December 2012. Therefore only 4 months credit is given to the applicant.

Record shows that there was no reading in photographs for the period February 2012 to August 2012 and therefore in fact 8 months slab benefit is necessary to be given to the applicant. On the reverse side of billing adjustment report in the column of remarks, it is mentioned by M/s. SPANCO that slab benefit for the period of 4 months (June 2012 to September 2012) is given. In our opinion, it is necessary to give slab benefit to the applicant for 8 months for the period February 2012 to September 2012. Hence the following order :-

ORDER

- 1) The application is partly allowed.
- 2) Non applicant is hereby directed to give slab benefit to the applicant for a period of 8 months i.e. from February 2012 to September 2012.
- 3) Non applicant is directed to submit compliance within 30 days from the date of receipt of this order.

Sd/-
(Smt.K.K.Gharat)
MEMBER
SECRETARY

Sd/-
(Adv.Subhash Jichkar)
MEMBER

Sd/-
(ShriShivajirao S.Patil)
CHAIRMAN