

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

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**Case No. CGRF(NUZ)/157/2014**

Applicant : Ku. Shakila Abdul Salam,  
Gautam nagar, Gittikhadan  
Nagpur.

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

Quorum Present : 1) Shri Shivajirao S. Patil,  
Chairman.  
  
2) Adv. Subhash Jichkar  
Member.  
  
3) Shri Anil Shrivastava,  
Member / Secretary.

**ORDER PASSED ON 5.8.2014.**

1. The applicant filed present grievance application before this Forum on 24.6.2014 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 her meter is P.D. in the month of October 2012 for outstanding arrears and therefore she requested for revision of bill and reinstallation of meter. She approached to I.G.R.C. However, her grievance is not redressed. Therefore she approached to this Forum.

3. Non applicant denied applicant's case by filing reply dated 17.7.2014. It is submitted that connection of the application is P.D. Matter is dismissed by Learned I.G.R.C. under regulation 6.8 of the said regulation. Grievance application be dismissed.

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

5. CPL shows that date of connection is 23.1.2012. In Jan. 2012, March 2012, April 2012, July 2012, August 2012, September 2012, October 2012, November 2012, December 2012, January 2013, February 2013, March 2013, May 2013, reading was not taken and average billing was charged. According to regulation 14.3 of MERC (Electricity Supply Code & Other Conditions of Supply) regulation 2005 – “Meter reading shall be undertaken by the authorized representative at least once in every 3 months in case of agricultural consumers and “at least once in every 2 months in case of all other consumers, only otherwise specifically approved by Commission for any consumer or class of consumers””. Therefore record shows that there is negligence on the part of the non applicant and thereby violation of regulation 14.3 of MERC (Electricity Supply Code & Other Conditions of Supply) regulation 2005. It is rather surprising to note the date of connection is 23.1.2012. However, first electricity bill with meter reading was issued for the first time in April 2013 i.e. after one year and 3 months. Therefore since the date of connection there was absolutely no meter reading & accumulated entire reading was surprisingly shown in May 2013 of 4536 units. It is not permissible at law according to regulations. Applicant specifically

mentioned in her application that she is a poor lady residing in hut. She is maid servant in one bungalow and there is only one tube light and 1 fan in her house and how she can pay such a bulky bill of 4536 units in one stroke. We find much force in the contention of the applicant. It is noteworthy that in spot inspection report of SNDL dt. 14.3.2014, number of rooms is shown as 01 and in column of connected load only one fan and one tube light is shown. Therefore it is hard to digest the consumption of one tube light and one fan can be 4536 units in May 2013. It is clear cut negligence on the part of concerned employees of SNDL who did not care to take meter reading and one fine morning consumption of 4536 units is shown in May 2013. Such serious negligence on the part of concerned employee needs to be viewed seriously by Business Manager of SNDL with strict action in accordance with law.

6. Record shows that meter of the applicant is tested and it is found O.K. However, this accumulated bill is not bill of one month and has to be divided into the relevant unread period.

7. Secondly, it is serious grievance of the applicant that for non payment of electricity bill her meter is taken away illegally and therefore she requested to reinstall the meter. It is noteworthy that it is again serious illegality on the part of the non applicant. It is mandatory according to section 56 of Electricity Act 2003 that before disconnection, 15 days clear notice is essential. Record shows that no notice u/s 56 of Electricity Act 2003 is issued to the applicant before her disconnection. No copy of such notice or acknowledgement thereof is produced on record. Therefore permanent disconnection is

completely illegal and meter needs to be reinstalled without any charges of reconnection. Hence following order : -

### ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is hereby directed to bifurcate the accumulated bill of 4536 units as shown in CPL in the month of May 2013 in the period from 23.1.2012 (date of connection) till April 2013 (when first bill with meter reading was issued) and to revise the bill without saddling interest, DPC and other charges if any and to issue fresh bill accordingly.
- 3) Non applicant is hereby directed to reconnect electricity supply of the applicant forthwith and shall not disconnect the same without necessary legal steps.
- 4) Business Manager of SNDL is hereby directed to take suitable action against concerned employee for his negligence who had not taken meter reading during the period from 23.1.2012 (date of connection) till April 2013 (when first bill for meter reading is issued) and against concerned officials of SNDL who disconnected the supply without service of statutory notice u/s 56 of Electricity Act 2003.
- 5) Non applicant to report compliance within 30 days from the date of order.

Sd/-  
(Anil Shrivastava)  
MEMBER  
SECRETARY

Sd/-  
(Adv. Subhash Jichkar)  
MEMBER

Sd/-  
(Shivajirao S. Patil),  
CHAIRMAN