

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

Case No. CGRF(NZ)/47/2016

Applicant : Shri Sheshrao G. Kuthe
Kunbipura, Durga Chowk,
Yerkheda,, Nagpur-02.

Non-applicant : Nodal Officer,
The Executive Engineer,
O&M DN.1 NRC,MSEDCL,
NAGPUR.

Applicant :- In person.

Respondent by 1) Shri Talewar, EE, O&M Dn.1 Nagpur
2) Shri Madane, Dy.EE Kamptee

Quorum Present : 1) Mrs. V.N.Parihar,
Member, Secretary
& I/C.Chairman.

2) Shri N.V.Bansod,
Member

ORDER PASSED ON 11.05.2016.

1. The applicant filed present grievance application before this Forum on 01.04.2016 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as said Regulations) because applicant was not satisfied by the order of IGRC dated 15-03-2016.
2. Non applicant, denied applicant's case by filing reply dated 26.04.2016.
3. Forum heard arguments of both the sides and perused record.

4. Applicant filed this application for correction of excessive bill in December-2015 onwards.

5. Non-applicant In his reply dated 26-04-2016 denied the contention of the applicant and stated that the reading in the month of December-2015 is 1057 units which is as per meter reading and accordingly on the basis of the photo meter reading taken the bill was issued to the applicant. Non-applicant in his reply further stated that, as per spot inspection carried out by them, the applicant is having 2 - CFL Bulbs, 1- Fan & 1 – compressor machine in applicant's small puncture repairing shop. Non applicant stated that bill issued by them is as per the reading only and hence applicant should be directed to pay the same. Non-applicant also filed the CPL of the applicant. On perusal of the CPL from January-2015 to November-2015, per month consumption is shown 11, 15, 21, 24, 23, 27,19, 28, 26, 26, 25 and suddenly in December-2015 consumption shown as 1057 units. Therefore, Meter testing of meter having no.9803278749 was carried out and but it was found to be O.K. However, Non-applicant replaced the said meter No.9803278749 on dt.24-01-2016 by the new meter having no.6501311165.

6. During the arguments in the forum, the technical query was raised, the non-applicant i.e. Mr.Talewar, Executive Engineer as well as Mr.Madane, Dy.Executive Engineer, both of them in reply stated that, such type of situation of sudden spurt or rise in current may results in shooting up of reading of meter. and this is acceptable technical fault of meter shoot up and subsequently its getting restored. It can happened in any meter but in the present meter also this seems to have happened but it does not gets restored.

7. It is observed by the forum that corum of IGRC seems to have overlooked pertinent facts such as meter getting shoot up, the spot inspection of small puncture repair shop by non-applicant & usage of electricity in this small puncture repairing shop having negligible load of few HP as well as its factual working hours. Hence the observation & findings as well as order of IGRC is deserved to be quashed & set aside.

8. During the argument and discussion non-applicant accepted the current position of the applicant and also accepted the load stated by them in the reply and the normal consumption of applicant always below 30 units per month.

9. In view of the above factual position & spot inspection by non-applicant, forum is of firm opinion that sudden rise of unit consumption in meter in the month of Dec-15 is due to meter shoot up and being a technical fault applicant is not responsible for meter shoot up in reading and its payments. Therefore, forum is of the view that non-applicant shall issue revise bill for the period November-2015 onwards on the basis of average last 12 months without DPC and interest and same is consented by non-applicant to revise the bill if it is ordered by the forum.

10. Hence the following order.

ORDER

- 1) Grievance application is allowed.
- 2) Non-applicant is directed to issue revise bill on the basis of average of last 12 months prior to December-2015 without DPC and interest as well as by giving slab benefit.
- 3) Non-applicant is directed to comply within 30 days from the date of this order and applicant is further directed to pay the revised bill.
- 4) Order of IGRC is quashed & set aside.
- 5) No order as to cost.

Sd/-
(N.V.Bansod)
MEMBER

sd/-
(Mrs.V.N.Parihar),
MEMBER/SECRETARY
& I/C. CHAIRMAN

