

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

Case No. CGRF(NUZ)/116/2014

Applicant : Shri Sk. Hamid Sk. Haffiz,
Deewanshah Takiya,
Near Kala Zenda,
Mominpura,
Nagpur.

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

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

2) Adv. Subhash Jichkar
Member.

3) Shri Anil Shrivastava,
Member / Secretary.

ORDER PASSED ON 27.5.2014.

1. The applicant filed present grievance application before this Forum on 8.5.2014 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 applicant is a residential consumer of the non applicant bearing Consumer No. 410012961107. He received excessive bills for October 2013 and November 2013. His meter has been replaced by the non applicant,

but the bill is being sent as per the old meter. He approached I.G.R.C. Learned I.G.R.C. passed the order in his favour. But non applicant did not take any action. Hence he filed present grievance application before this Forum

3. Non applicant denied applicant's case by filing reply dated 20.5.2014. It is submitted that Meter of the applicant bearing No. 15/00177422 was replaced in the month of April 2013 and new Meter No. 65/G-1052020 was installed. As record of replacement of meter was not updated in I.T. Section, the applicant was issued average bills for the period April 2013 to September 2013 @ 46 units per month. In the month of October 2013, bill for actual meter reading i.e. 3200 units plus adjustment of 54 units totaling to 3254 units was issued for Rs. 26719.65 by deducting Rs. 1082.24 paid for previous average bills. In the month of November 2013 bill for 448 units was issued. Consumer complained regarding excessive bills in October and November 2013. As such his meter was acuchecked where it was found O.K. The consumer approached to I.G.R.C. Learned I.G.R.C. Learned I.G.R.C. directed vide order Dt. 28.4.2014 to issue bills @ 270 units per month for October & November 2013 on the basis of connected load of 1.00 kW. The revision of bill shall be done accordingly.

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

7. Forum has observed that Learned I.G.R.C. has rightly pointed that bills from December 2013 onwards are normal as per

connected load of the applicant. Therefore bills for the month of October 2013 & November 2013 seem to be on higher side and need to be revised. Learned I.G.R.C. has also rightly held that average @ 270 units should be charged based on the connected load of the applicant for the month of October & November 2013. Hence Forum proceeds to pass following order :-

ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is directed to revise the bill of the applicant by following the order dated 28.4.2014 passed by Learned I.G.R.C. including credit on DPC / Interest charged on the bill.
- 3) Non applicant to report compliance within 30 days from the date of this order.

Sd/-
(Anil Shrivastava)
MEMBER
SECRETARY

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Vishnu S. Bute),
CHAIRMAN