

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

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**Case No. CGRF(NUZ)/168/2006**

Applicant : Shri Prakash Vinayak Lohakare  
21/11, type C, Akar Builder,  
Bairamji Town,  
Nagpur.

Non-applicant : MSEDCL represented by  
the Nodal Officer-  
Executive Engineer,  
Civil Line Division, NUZ,  
Nagpur.

Quorum Present : 1) Shri S.D. Jahagirdar,  
Chairman,  
Consumer Grievance Redressal  
Forum,  
Nagpur Urban Zone,  
Nagpur.

2) Smt. Gouri Chandrayan,  
Member,  
Consumer Grievance Redressal  
Forum,  
Nagpur Urban Zone,  
Nagpur.

3) Shri S.J. Bhargawa  
Executive Engineer &  
Member Secretary,  
Consumer Grievance Redressal  
Forum, Nagpur Urban Zone,  
Nagpur.

**ORDER (Passed on 13.12.2006)**

The present grievance application is filed before this Forum  
on 20.11.2006 by the applicant as per Regulation 6.4 of the

Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 here-in-after referred-to-as the said Regulations.

The grievance of the applicant is in respect of his erroneous and excessive energy bill dated 16.06.2006 for Rs.62,760/- for the period from 18.05.2006 to 19.06.2006 for 11326 units.

The applicant is the consumer of the non-applicant Company having consumer no. 410012128286, meter no. 9005286414. The applicant is using electricity for domestic purpose. The applicant's meter was burnt on 2<sup>nd</sup> June, 2006. The burnt meter was, thereupon, replaced by the non-applicant after the applicant paid amount of Rs.1000/- on 03.06.2006 towards the cost of the new meter. The applicant received energy bill dated 16.06.2006 in which the applicant's consumption was shown to be 11326 units during the period from 18.05.2006 to 19.06.2006 against the applicant's burnt meter, being meter no. 1570262 and also the new meter, being meter no. 5286414. Final reading of 13477 units was recorded in respect of the burnt meter while its previous reading was 02270. The new meter, being meter no. 5286414, was installed at the applicant's premises with initial reading of 0002 on or about 03.06.2006 and its final reading was recorded at 0151 on 19.06.2006. Thus, the applicant was billed for  $(13447 - 2270 =)$  11177 units against the burnt meter +  $(0151 - 0002 =)$  149 units against his new meter making a total of 11326 units. Accordingly, energy bill dated 16.06.2006 for 11326 units came to be issued charging the applicant for Rs.62,760/-. Immediately after receipt of this energy bill, the applicant approached the Office of the Executive Engineer, Civil Lines Division, MSEDCL, NUZ, Nagpur and filed his complaint

application on 18.06.2006 requesting for correction of his excessive energy bill dated 16.06.2006. In this complaint he has stated that the discrepancy in respect of reflection wrong and excessive consumption has occurred due to technical fault in the meter. He requested the non-applicant to issue a revised bill based on his normal consumption pattern. He followed up his complaint by filing subsequent applications dated 28.07.2006 and 13.09.2006. However, no remedy was provided to him and ultimately, he approached the Internal Grievance Redressal Cell (in short the Cell) by filing his complaint dated 21.09.2006 under the said Regulations. The Cell, upon enquiry and hearing, replied the applicant by its letter, being letter no. 7941 dated 10.11.2006, that the energy bills issued to him were all correct and that the applicant was properly billed as per the readings recorded by his meters. It is against this decision of the Cell that the applicant has filed the present grievance application under the said Regulations.

The matter was heard by us on 08.12.2006. After the matter was partly heard, the Forum directed the non-applicant to check the physical status of the meter for the purpose of testifying correctness of the recorded final reading of the burnt meter in the Civil Lines' Division's testing laboratory in the applicant's presence and in the presence of the Member-Secretary of this Forum on 12.12.2006 at 11=00hrs. Accordingly, the applicant's meter was checked by the Nodal Officer on 12.12.2006 in the applicant's presence and also in the presence of Member-Secretary of this Forum. Both the parties were also heard on 12.12.2006 after taking on record the non-applicant's testing report dated 12.12.2006.

The applicant's contention has been that a faulty final reading came to be recorded in respect of his burnt meter giving rise to recording of erroneous and abnormally high consumption of electricity. He requested for revising his energy bill as per the report produced on record on 12.12.2006. He also contended that despite his complaints, he was asked to pay amount of Rs.10,000/- through a provisional bill against the original bill amount of Rs.64,870/-. Accordingly, he paid this amount on 16.08.2006. Subsequently he was asked to pay additional amount of Rs.20,000/- through a second provisional bill dated 13.09.2006 which also he paid on 13.09.2006. He has requested that while revising his energy bill amount, due weightage may be given to the aspect of payment of Rs.30,000/- already made by him.

The non-applicant, on his part, submitted his first parawise report on the applicant's grievance application on 30.11.2006 in terms of the said Regulations. In this report, it has been stated that the applicant's energy bill in question was issued as per the metered readings of the two meters in June, 2006 and that an arrear amount of Rs.38,382/- is outstanding against the applicant as in October, 2006. However, upon submission of the report dated 12.12.2006, the non-applicant admitted that the final reading of 13447 units shown by the applicant's burnt meter was wrong and that it ought to have been 02336 and not 13447. While carrying out the checking of the physical status of the meter its name-plate of yellow colour was removed and an identical new name-plate was fitted for ascertaining the reading and the reading noted. This device indicated that the final reading of the applicant's burnt meter was in reality 02336 and not 13447 as shown earlier. The non-applicant has categorically admitted during the course

of hearing on 12.12.2006 that the applicant's energy bill dated 16.06.2006 for Rs.62,760/- showing consumption of 11,326 units was wrong. He also admitted that the applicant's subsequent energy bills were also erroneous. He assured to revise the applicant's energy bill in question appropriately taking into consideration the meter testing report dated 12.12.2006.

The matter in question becomes crystal clear upon receipt of the report dated 12.12.2006 submitted by the non-applicant. Now, there is no dispute about the final reading of the applicant's burnt meter. The applicant has also accepted the final reading of his burnt meter at 02336. There is also no dispute about the consumption recorded by the applicant's new meter, being meter no. 5286414.

In view of above position, the applicant's consumption of electricity during the period from 18.05.2006 to 19.06.2006 comes to  $2336 - 2270 = 66$  units against the applicant's burnt meter, being meter no. 1570262 and 149 units against the applicant's new meter, being meter no. 5286414. Thus, the applicant's total consumption during the above period comes to only 215 units. The applicant's disputed energy bill dated 16.06.2006 will now have to be revised by the non-applicant considering the applicant's consumption at 215 units in place of 11326.

It is also a matter of record that the applicant had already paid an amount of Rs.30,000/- against the applicant's disputed energy bill. Evidently, the applicant will be entitled to get the credit for an appropriate amount out of this amount.

He shall also be entitled to get interest on this amount from the respective dates of payments till the excess amount paid by him is fully exhausted at the rate at which the non-applicant is charging

interest to his consumers in case of delayed payments. The non-applicant shall give due weightage to payment of this amount while revising the applicant's disputed energy bill and appropriate credit shall be passed on to the applicant accordingly.

In the light of above, we direct the non-applicant to revise the applicant's energy bill in terms of this order.

The applicant's grievance application is thus allowed and it stands disposed off in terms of the relief granted by us in this order.

The non-applicant shall report compliance of this order to this Forum on or before 31.12.2006.

<b>Sd/-</b> <b>(S.J. Bhargawa)</b> Member-Secretary	<b>Sd/-</b> <b>(Smt. Gauri Chandrayan)</b> MEMBER	<b>Sd/-</b> <b>(S.D. Jahagirdar)</b> CHAIRMAN
<b>CONSUMER GRIEVANCE REDRESSAL FORUM</b> <b>MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's</b> <b>NAGPUR URBAN ZONE, NAGPUR.</b>		

**Member-Secretary**  
**Consumer Grievance Redressal Forum,**  
**Maharashtra State Electricity Distribution Co.Ltd.,**  
**Nagpur Urban Zone, NAGPUR**