

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

Case No. CGRF(NUZ)/031/2015

Applicant : Shri Devaji B. Ghodmare,
H.No. 755-1, Kabrastan,
Garoba Maidan,
Nagpur : 8.

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

Quorum Present : 1) Shri Shivajirao S. Patil,
Chairman.

2) Shri Anil Shrivastava,
Member / Secretary.

ORDER PASSED ON 7.3.2015.

1. The applicant filed present grievance application before this Forum on 31.01.2015 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as Regulations).

2. Applicant's case in brief is that he received excessive bills. He approached to I.G.R.C. for revision of bills but his grievance application is rejected. Being aggrieved by the order passed by I.G.R.C., Dt. 9.1.2015 he approached to this Forum.

3. Non applicant denied applicant's case by filing reply Dt. 16.2.2015. It is submitted that meter of the applicant is tested in the

laboratory of SNDL on 23.12.2014 and it is found O.K. Grievance application deserves to be dismissed.

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

5. Record shows that electricity connection of the applicant was permanently disconnected in December 2011. Applicant paid Rs. 4000/- in January 2012 and remaining amount was paid on 26.5.2012. Therefore supply was reconnected and P.D. meter was made live. However, it was fault of the non applicant that though meter was made live, it was not shown in system due to mistake of concerned employee and for the first time connection was shown live in October 2014. This fact is also admitted by non applicant in its reply. In Para 3 of the reply of SNDL Dt. 16.2.2015, it is specifically mentioned that connection was permanently disconnected in December 2011. But bills were not issued. Supply was reconnected.

6. Therefore it is the fault of employees / officers of non applicant that though the P.D. Bill was paid and supply was reconnected, it was not shown live connection in the system. Due to this fault of non applicant, they did not issue any bill and for the first time connection was shown live in October 2014. Therefore so far as the bill of the applicant till November 2014 is concerned, applicant is entitled for slab benefit and suitable installments.

7. It is not the case of faulty meter. Further more, meter is tested in the laboratory of SNDL and meter testing report Dt. 23.12.2014 shows that meter is O.K. Therefore there is no need to test the meter in the laboratory of M.S.E.D.C.L. Fault was totally different. Meter is not faulty but officials / employees of non applicant were at fault and therefore consumption was accumulated. Hence following order :-

ORDER

- 1) Grievance application is partly allowed.
- 2) Non applicant is hereby directed to give slab benefit to the applicant for the period 26.5.2012 till November 2014, without charging DPC and interest.
- 3) Non applicant is also hereby directed to grant suitable installments to the applicant for payment of bill.

Sd/-
(Anil Shrivastava)
MEMBER/
SECRETARY

Sd/-
(Shivajirao S.Patil)
CHAIRMAN