

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

Case No. CGRF(NUZ)/124/2014

Applicant : Shri Sanjay Madhavrao Sonarkar,
G-15, Samta Colony, New Kailasnagar,
Nagpur : 27.

Non-applicant : Nodal Officer,
The Superintending Engineer,
(Distribution Franchisee),
MSEDCL,
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 17.5.2014 under Regulation 6.5 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. 410010368727. His meter stopped working after one month of installation. Since then, no meter reading is taken by the non

applicant and average bills have been sent for 24 months firstly @ 156 units per month and then 190 units per month. Moreover non applicant disconnected electricity supply of the applicant without giving any notice. Hence applicant filed present grievance application for revision of bill and compensation as per SOP regulations.

3. Non applicant appeared for hearing. During the hearing, it was admitted that no meter reading has been taken for 24 months. Average bills have been sent to the consumer for the above period.

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

7. Forum has observed that meter reading has not been taken by the non applicant for 24 months which is not permissible as per the provisions of the said regulations. Disconnection also has been made without giving any notice as per rules. Now, when the meter is replaced, the average consumption of new meter is @ 70 units per month. 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 for past 24 months prior to the date of replacement of meter @ 70 units per month and issue corrected bill.

- 3) Non applicant is further directed to restore the electric supply of the applicant immediately.
- 4) 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