

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

Case No. CGRF(NUZ)/167/2014

Applicant : Smt. Sushma Singh Anand,
User Smt. Shital Ahuja,
Plot No. 27 A, Pioneer Green Valley,
Mouza Borgaon,
Nagpur.

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

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

2) Adv. Subhash Jichkar
Member.

3) Shri Anil Shrivastava,
Member / Secretary.

ORDER PASSED ON 26.8.2014.

1. The applicant filed present grievance application before this Forum on 9.7.2014 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 he received excessive bill in May 2014 and June 2014. He claimed to revise the bill but bills were not revised. He approached to I.G.R.C. Learned I.G.R.C. passed order dated 4.7.2014. It is the same order which is challenged before this Forum.

3. Non applicant denied applicant's case by filing reply dated 26.7.2014. It is submitted that order of Learned I.G.R.C. is complied. No more relief can be granted to the applicant. Grievance application be dismissed.

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

5. We have perused spot inspection report. Connected load is nowhere mentioned in spot inspection report. In remark column, it is mentioned that house was locked. As per enquiry with the neighbour, house is vacant since one month. Date of inspection report is 24.7.2014.

6. After perusal of CPL it appears that bills for May & June 2014 are for 1123 units and 1235 units respectively. Prima-facie, it appears that it is excessive consumption if compared with consumption of previous year (May 2013 – June 2013) monthly average consumption of 400 units.

7. We have carefully perused the order of Learned I.G.R.C. It is specifically mentioned in this order that if acucheck report is examined it is seen that meter was declared O.K. by carrying out the test of one count of 10 pulses. In fact the meter should be tested on 3 counts of different numbers of pulses and average of 3 should be treated as error in the meter. This proper procedure has not been adopted by authorized person doing acucheck and hence proper conclusion in respect of accuracy of meter can not ascertained and therefore keeping aside the acucheck report, the disputed bill is ordered to be revised by Learned I.G.R.C. on the basis of disputed consumption recorded in similar months of the last year. As per CPL the consumption of May & June 2013 was 962 units and

907 units respectively. Hence the disputed bill of May 2014 & June 2014 can be revised considering average consumption for the month of May & June 2013 which comes out to be 935 units per month. Therefore Learned I.G.R.C. directed to revise disputed bills of May 2014 & June 2014 by considering monthly consumption of 935 units and credit is ordered to be given of balance units in the ensuing bill of the consumer.

8. In reply of S.N.D.L. Dt. 26.7.2014, it is submitted that as per order of Learned I.G.R.C. they will give credit of Rs. 5633.94 in ensuing bill.

9. Considering facts & circumstances of the case and available material on record the order passed by Learned I.G.R.C. is legal & correct and needs no interference. No more relief can be granted to the applicant. Simply S.N.D.L. has to comply the order of Learned I.G.R.C. Hence the following order :-

ORDER

- 1) Grievance application is partly allowed.
- 2) S.N.D.L. is hereby directed to comply the order of Learned I.G.R.C. Dt. 4.7.2014 in Case No. 490/14.
- 3) Compliance should be reported within 30 days from the date of this order.

Sd/-
(Anil Shrivastava)
MEMBER
SECRETARY

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Shivajirao S. Patil),
CHAIRMAN