

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

Case No. CGRF(NUZ)/036/2015

Applicant : Shri Pradeep S. Bahe,
Near Bhartiya Gyanpith Primary
School, Plot No.1,
Ayodhyanagar,
Nagpur : 24.

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 24.3.2015.

1. The applicant filed present grievance application before this Forum on 21.2.2015 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 of 857 units in November 2014 and 758 units in December 2014. Therefore he claimed to revise the bill.

3. Non applicant denied applicants case by filing reply Dt. 9.3.2015. It is submitted that meter is tested in meter testing laboratory of S.N.D.L. in presence of the applicant and meter is found O.K. Therefore bill can not be revised.

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

5. It is noteworthy that since September 2012 till October 2013 i.e. for a period of about 13 months, there was faulty status. No steps were taken by SNDL to replace this faulty meter for months together. Likewise, applicant was also silent and kept quiet as he was happy because he was receiving very less bills of 70 units per month. That time applicant did not feel it necessary to complain to SNDL that there is continuous faulty status and please replace the meter. It is not justified situation on the part of applicant and SNDL also. It is desirous that whenever there is faulty status for months together meter reader shall immediately inform current status and concerned staff has to replace the meter immediately.

6. Record shows that meter is changed in November 2013, but there after also there was surprisingly very less consumption in some of the months. If this less consumption is compared with remaining months it appears that meter reader is playing mischief by joining hands with applicant and not noting actual reading every month. That may be the reason why reading is accumulated in some of the months in which accurate reading is noted. This the only reason why excess reading is appearing in November 2014 & December 2014. However, applicant can not be held responsible for accumulating big consumption in two months only and for

that purpose, it is necessary to give slab benefit to the applicant. Hence Forum proceeds to pass following order :-

ORDER

- 1) Grievance application is partly allowed.
- 2) Bill of the applicant for the month of November 2014 & December 2014 be revised by giving slab benefit if it is already not given.
- 3) Compliance should be reported within 30 days from the date of this order.

Sd/-
(Anil Shrivastava)
MEMBER/
SECRETARY

Sd/-
(Shivajirao S.Patil)
CHAIRMAN