

**BEFORE CONSUMER GRIEVANCE REDRESSAL FORUM,**  
**MSEDCL (GONDIA ZONE), OFFICE OF THE CHIEF**  
**ENGINEER, RAMNAGAR, GONDIA.**

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**Case No.CGRF (Gondia) 11/2018**

Filed on: 03/01/2018

Decided on: 05/03/2018

Shri. Rajkumar Dinaji Ganvir,  
At Gudma,Post Datora  
Tah. And Dist. Gondia.

**.... APPLICANT**

Nodal Officer,  
The Executive Engineer,  
O & M Division, M. S. E. D. C. L.,  
Gondia.

**.... NON-APPLICANT**

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**Applicant:** present with Mr.T.B.Uike, Authorized Representative.

**Non-applicant:** represented by Mr.R.N.Shriwas, DyEE,Amgaon  
Sub-Division.

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**Quorum Present :**

Chairman	1)	Mr. M.L.Chouhan
Technical Member	2)	Mr. S.K.Wankhede
Member (CPO)	3)	Mr. M.R.Kedar

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**ORDER PASSED ON 05/03/2018**

1) The applicant filed the present grievance application before this forum on 03/01/2018 under Regulation 6.4 of the M.E.R.C.

(C.G.R.F. & E. O.) Regulations - 2006, herein after referred to as said regulations.

2) Forum heard argument of both side and perused the record.

3) Brief history of applicant is that the applicant is the consumer of non-applicant since 14/02/2010 with connected load 3 HP having consumer number 432301300546. The applicant is used the supply for agriculture pump and the electric bill is charged on LT IV AG (MTR) category with tariff code 09.

4) During the argument the applicant said that he received the energy bill on average since June 2013 and he received the bill for month of June 2016 showing the present reading 8118 and previous reading 4318. This bill is generated for 27 month period and bill is of Rs 3680 of 4500 units. Applicant paid the bill of Rs. 4500 on dated 04/06/2016. He lodged the complaint to the non-applicant on dated 24/08/2017 that he received the bill on average without taking reading. Again from month of Sep 2016, applicant received the bill on average against faulty meter. In the month of July 2017, applicant paid the energy bill of Rs. 5550 on dated 24/07/2017 against the bill for month of June 2017.

5) As per applicant, he is using the supply of electricity for the purpose of agriculture and cultivating the rice in two acers land. As per applicant that he is not satisfied with the order of IGRC and requested to cancelled all average bill and issue the

bill as per reading. Give the benefits under Krushi Sanjivani Yojna. Also apply SOP as average bill are issued by non-applicant.

6) As per IGRC order 6315 dated 21/11/2017 that bill for month of June 2016 issued is as per reading and bill corrected by computer itself , after the month of June average charged in bills against faulty meter, issue corrected bill.

7) Applicant invited the attention of the forum to Reg. 15.3 (billing in absence of meter reading) and 15.4.1 (billing in the event of defective meter) (Reg.2005). it was mandatory on non-applicant to issue estimated **bill for 3 months and after test the consumer's bill shall be adjusted.**

8) Non-Applicant said during argument, he is agreed that applicant received the bill on average before June 2016 and in month of June 2016 after taking the reading 8818 , bill issued for 27 month period by adjusting the previous average bill as per regulation and the bill is generated for Rs.3680 . Bill for month of March 2017 & June 2017 quarter is issued on faulty average and the same bill of March 2017 & June 2017 quarter is revised and revised bill of Rs. 8180 is issued to consumer.

9) Non-Applicant said that as per spot inspection is carried out by Assistant Engineer , Kattipar on dated 25/10/2017 is stated that the applicant having consumer number 432301300546 , load 3 HP , meter number 1722471 , make IM,

reading 08818 and meter is faulty and meter seal broken. As per meter replacement report 173 dated 26/10/2017 is stated that , old meter serial number 01722471,10-40 amp, IM make , Final reading – 8818 is replaced by new meter serial number 6574357 , 10-40 Amp , Genus make , Initial reading 00001 on dated 25/10/2017.

10) During the argument and discussion, it is observed by the forum that,

a) On perusal and consideration of both oral and written submission made by both the parties, it seen that the applicant consumer number is 432301300546 having a meter 01722471 with the capacity of 10-40 amp since date of connection having a load of 3 HP,

b) Non-Applicant while arguing agreed that the due to the non-availability of reading , the applicant received the energy bill on average for 27 month period in month of June 2016 quarter, as reading 8818 taken in month of June 2016 and bill of Rs.3680 is issued after adjusting all average bill and payment made by applicant , as per regulation .

c) On perusal of spot inspection and meter replacement report in month of October 2017 , the final reading shows 8818 of Meter number 017722471. Bill issued in month of June 2016 quarter , present reading is 8818 means as per spot inspection report meter is faulty after month of June 2016.

d) On perusal of CPL and bills submitted , It is an admitted fact that in month of March 2014 reading bill was issued ,then average bills are issued since March 2014 to June 2016 and, also in month of Sep 2016 quarter average bill with meter status RNA , Dec 2016 quarter average bill with meter status RNT and in March 2017 quarter average bill with meter status Faulty are issued. From March 2017 to Sep 2017 again average bills are issued being meter was faulty.

12) In view of the above observations the IGRC is partly allowed. The application deserves to be allowed.

**In the result we pass the following order :**

(a) The application is partly allowed

- (b) The bill in the June 2016 quarter issued for 27 month period as it is binding to non-applicant to issue regular reading bills. Hence interest and DPC charged in June 2016 quarter bill should be withdrawn.
- (c) Bill from June 2016 to date of replacement of old meter should be corrected as per new meter consumption without interest and DPC.
- (d) Non Applicant M.S.E.D.C.L. is hereby directed to issue the bill as per photo meter reading.
- e) Give the benefits of Krushi Sanjivani Yojna as per MSEDCL circulars.
- (f) No order as to cost.
- (g) The compliance of this order shall be done within 30 days from the date of this order.

-Sd-  
(M.R.Kedar)  
Member(CPO)

-Sd-  
(S.K.Wankhede  
Member/Secretary

-Sd-  
(M.L.Chouhan)  
Chairman