

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

Case No. CGRF(NZ)/09/2018

Applicant : Shri F. E. Bhamgara,
User – A. M. Bhamgara,
R.C.Building Road,
Nagpur – 440001.

Non-applicant : Nodal Officer,
The Superintending Engineer
(D/F), NUC, MSEDCL,
Nagpur.

Applicant represented by : 1) Shri. A. M. Bhamgara,

Non-applicant represented by: 1) Shri N. Vairagade, Ex.Engineer, MSEDCL.

2) Shri Dahasahastra, SNDL, Nagpur

Quorum Present : 1) Shri Vishnu S. Bute,
Chairman.

2) Shri N.V.Bansod,
Member

3) Mrs. V.N.Parihar,
Member Secretary

ORDER PASSED ON 20.04.2018

1) The applicant filed present grievance application before this Forum on 15-02-2018 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulation, 2006 (hereinafter referred to as said Regulations) because applicant was not satisfied by the order of IGRC dated 08-02-2018.

2) The grievance of the applicant is that he is residential consumer with C. No. 410010487254 and receiving excessive billing due to faulty meter from last 5 years. Meter was changed on 13-6-2014 but inspite of meter change, billing did not decrease on the contrary units increased. On advise of SNDL authorities, wiring was checked and also replaced still billing did not change. Earthing was checked & found perfect and not faulty at all. Applicant suffered mental agony & torture as well as financial losses.

3) Applicant said meter was again replaced in August 2017 and reading for was normal & reduced to considerable number of units. On 28-11-2017 again meter was replaced, meter reading reduced drastically and claimed injustice caused for 5 years and paid the bills unnecessary owing to the faulty meters replaced thrice and prayed to adjust excess amount paid towards future bills.

4) Non applicant stated that on complaints, meter was changed on 3 occassions found to be working normal & bills were not revised still applicant requested to revise the bills for 5 years.

5) Non applicant said as per spot inspection report, applicant is having connected load of fans – 8, LED bulb – 4, Tube lights-2, TV-1, Cooler-1, Water Pump-1, AC-2, Geyser-1, Washing Machine-1, Mixer-1, microwave Oven-1 and inverter-1, etc. & alleged that considering connected load, meter reading & bills are justified as meters working was normal and as per Lab Test report. IGRC also vide order dated 8-2-2018 dismissed the complaint.

6) We heard the arguments of Mr. Aadil Minu Bhamgara grandson of the applicant consumer and Shri Dahasahastra for on 19-4-2018 & perused all papers on record.

7) It is an admitted fact that the disputed meters were tested in M.T.Lab of Non Applicant (SNDL).

<u>Meter No.</u>	<u>Date of Testing</u>
(A) No. 55/SND63843 -	23-06-2014
(B) No. 55/SND91452 -	24-08-2017
(C) No. 76/15070900 -	06-12-2017 and found working normal & OK all the times. As per the above mentioned connected load and normal working of tested meters, Meter readings are Justified & needs no revision. IGRC also dismissed the grievance application vide order dated 8-2-2018.

8) It is observed from CPL of applicant that after change of meter in August 2017, meter consumption appears to have reduced and after further change of meter on 6-12-2017 again consumption appears to have reduced drastically, which creates serious doubt about testing of meter in MT Lab. Of SNDL, which found normal & OK on Lab Testing. It is neither the case of non applicant that connected load might have reduced nor that applicant would have reduced consumption. During arguments applicant did not agree for testing of meters in M.T.L. of Nagpur Urban Circle as all the earlier testing were done in the same lab of SNDL. Tulsibag Zone Nagpur. If the testing

would have done as per suggestion of the forum, in MTL M.S.E.D.C.Ltd., Nagpur Urban Circle which is approved by N.A.B.L. and report would have thrown clear picture about testing of the meter.

In view of the above observations and in the absence of any cogent evidence as well as specific reasons for decrease in drastic consumption after replacements of 3rd meter on 6-12-17, The grievance of the applicant does not stand to the Judicial Scrutiny causing modification in the order of IGRC and claim for period of revision of 5 years.

Hence the application deserves to be dismissed.

ORDER

1. Application dated 15-2-2018 is dismissed.
2. IGRC order is confirmed.
3. Applicant is directed to apply for change of Name of his deceased grandfather as per MERC (Electricity Supply Code) Regulations 2006 in his own interest.

Sd/-
N.V. Bansod
MEMBER

Sd/-
Mrs. V.N.Parihar
MEMBER SECRETARY

Sd/-
Vishnu S. Bute,
Chairman