

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

Case No. CGRF(NZ)/18/2018

Applicant : Shri Abdul Basir Abdul Gani,
Near Lal School, Iodhipura,
Nagpur-440018.

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

Applicant represented by : 1) Shri. Siraj Ahmad,

Non-applicant represented by : 1) Shri N. Vairagade, Ex.Exe. 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 02.05.2018

Shri Abdul Basir Abdul Gani was the consumer of the SNDL, Shri Siraj Ahmad Abdul Bashir is the user. He presented this grievance application feeling aggrieved by the order passed by the IGRC – SNDL Nagpur in case no. 46//2018 on 15-02-18. As per the applicant he is getting excessive electricity bills since 2015. He requested to revise the bills from 2015 till the date his meter is changed

The IGRC dismissed his application. Hence this grivence.

The applicant was heard on 19-4-2018. The applicant repeated the same facts submitted before the IGRC.

After the hearing of the case was over, the case was discussed among the members of the forum. The Chairperson and the Member Secretary were of the opinion that the applicant is not entitle for any relief. However the Member (CPO) disagreed to this. So the member was requested to give a dissenting note. The note given by Ld. Member (CPO) is kept on record. It reads as under.

Arguments heard on 04-04-2018 and perused all papers on record. It appears that non applicant has produced/filed the soft copy of the Applicant on 19-4-2018 but the finding regarding meter reading are not taken on record nor photo copies are available.

(1) Applicant is the consumer of non applicant bearing consumer No. 410011612893. Applicants grievance is regarding excess billing since 2015 and complained in Nov. 2017 and meter was tested in SNDL, Testing Lab on 17-11-2017 and meter was is OK which is not acceptable to the applicant, Application regarding revision of bill given on 14-2-2018 in IGRC because on replacement of meter reading was different and unit consumption is different. The connected load in my house is the same since last so many years and no occasion for higher consumpion and prayed for revision of bill.

(2) Non applicant's contention is same as before IGRC and denied revision of bill since 2015 & applicant paid bills till March 2017.

(3) It is an admitted fact that on complaint, meter was replaced and tested on 17-11-2017 in SNDL Lab but date of replacement of meter and meter replacement report is not filed by the Non Applicant for our perusal as well as meter was tested in the absence of the consumer/Applicant which creates serious doubt about meter reading at the time of replacement etc. which is the basic contention of the applicant. Non applicant mentioned load on meter but failed to mention the connected load.

(4) As per CPL consumption from Jan 2015 to Oct. 2017 is as under 879, 372, 499, 724, 1300, 964, 557, 491, 582, 569, 623, 519, 424, 545, 632, 816, 846, 1251, 862, 436, 418, 359, 462, 540, 454, 1073, 649, 568, 1047, 1058, 494, 764, 757, 753.

After replacement of meter in Nov. 2017 till Feb 2018 meter consumption is 273, 201, 211, 195, this has created suspicion to the applicant and prayed for revision of the bill from Jan.2015 and in dated 4-7-2018 for March 2018 without reading, consumption shown to be 649 Units which is deliberate attempt on part of Non applicant as billing for consumption in meter is not visible. There is no justification of non applicant on billing dated 7-4-2018 for 649 Units.

(5) In view of the above observation, it is clear cut or proved case of defective meter since Jan. 2015 till Oct 2017 and applicant paid for the exorbitant consumption since Jan. 2015 being illiterate person and non applicant exploited the innocent Applicant by installing defective meter.

(6)

(7) Hence I am of the firm view that his bill for 24 months preceding Nov. 2017 i.e. 01-11-2015 to 31-10-2017 needs to be revised on average consumption from Nov. 2017 to Feb. 2018, (273 + 201 + 211 + 195) i.e. 220 units p.m. and excess amount paid to be adjusted against the future bill by credit to the consumer account in the interest of justice as the average consumption commensurate with the connected load as per spot. Therefore the application deserves to be allowed.

ORDER

1. Non applicant is directed to revise the bill of the applicant on average consumption of 220 Units for period 01-11-2015 to 31-10-2017 and give the necessary credit to the consumer account in the next billing cycle.
2. The order of IGRC is deserves to quash & setaside as without appreciation of facts.
3. Applicant is directed to take steps to change the name of the consumer in your own interest.

**Naresh Bansod
Member (CPO)**

We have perused the note. In absence of any cogent and reliable evidence we are not inclined to accept the proposal of the member.

We have perused the record. The applicant requested to revise his bills from 2015 to 2017. The meter installed at his residence was changed. It was tested. The meter was found to be OK. The applicant submitted complaint in Nov. 2017. However he paid all the bills from 2015 to 2017 without any complaint.

We do not find any force in the application.

We pass the following order by majority.

ORDER

- 1) Application no. 18/2018 is hereby dismissed.

Sd/-
N.V. Bansod
MEMBER

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

Sd/-
Vishnu S. Bute,
Chairman