

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

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**Case No. CGRF(NZ)/74/2018**

Applicant : Shri Shantaram Sahni,  
Bungalow No. 524, Clark Town,  
Kadbi Chowk,  
Nagpur.

Non-applicant : Nodal Officer,  
The Superintending Engineer,  
(D/F), NUC, M.S.E.D.C.L.,  
Nagpur.

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Applicant represented by : 1) Shri Prashant Sahni,

Non-applicant represented by: 1) Shri V.P. Humane, Dy.E.E., MSEDCL,  
2) Shri Dahasahastra, SNDL, Nagpur

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Quorum Present : 1) Shri Vishnu S. Bute,  
Chairman.  
2) Mrs. V.N.Parihar,  
Member Secretary.

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**ORDER PASSED ON 07.08.2018**

1. The grievance application is filed on 13-06-2018, under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievances Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as, said Regulations).
2. Non applicant filed reply and denied the case of the applicant.
3. Forum heard arguments of both the sides on 03.07.2018 and perused record.

4. The applicant with consumer no.410010936938 has submitted his grievance application stating that he has made a complaint with IGRC that he has made a complaint in Jul-16 regarding excessive bills .Accordingly his meter was accu-checked on 04.08.2016 and 17.03.2017 and on both occasions the meter was found to be incorrect and the meter was referred for lab testing. After repeated follow-up by the applicant the meter was finally replaced on 23.06.2017 and was tested in the MTL of SNDL on 29.07.2017 and declared Ok. But, the applicant does not agree with this testing report as it was not tested in his presence and requested for revision of bills from 2015 for summer months only till the date of replacement of the meter.

5. IGRC ordered for dismissal of the case considering the fact that, since the meter is declared working normal in the MTL report, there is no valid reason to review the bills which has been issued with metered consumption, and stated in its order that, due to doubt about working of the meter during accu-checking of the meter, the meter was referred for lab testing during two occasions on dt. 04.08.2016 and 17.03.2017. But finally when the meter was tested in the MTL on 29.07.2017, the meter was found working satisfactorily with error less than permissible limits of  $\pm 1.0\%$ . The applicant's justification regarding non-acceptance of test report, just because it was not tested in his presence and, approaching cell after a lapse of 9 to 10 months, denying the test report and requesting for revision of the bills since 2015 summer was not considered as valid.

6. As applicant does not agree with IGRC order as well as the result of SNDL Meter Testing Laboratory, in our opinion same meter can be tested in the Meter Testing Laboratory of MSEDCL. If it is declared faulty then revision of the bill is necessary, according to 2<sup>nd</sup> Proviso of Regulation 15.4.1. The applicant consented for the same and has paid the demand note for testing of meter in MSEDCL lab.

7. Accordingly his meter was tested on 02.08.2018 in the Meter Testing Laboratory of MSEDCL to confirm it's accuracy and as per Testing Lab report dated 07.08.2018, there was no display in the disputed meter, hence could not be tested.

8. Also Non-applicant was directed to produce soft copy of meter reading for the disputed period i.e. July 16 onwards, but non-applicant failed to submit the photo meter reading for the said period and submitted photo meter readings for the period from Oct-17 onwards, which has no relevance in the instant matter.

9. Hence the following order.

### **ORDER**

1. Application is allowed.
2. Order passed by IGRC is hereby set aside.
3. As disputed meter's display found faulty, revise the bill of applicant from July-2016-July 2017 on the basis of average consumption of 12 months from April-15 to March 16, which is 1410 units, according to 2<sup>nd</sup> proviso of Regulation 15.4.1 of MERC (Electricity Supply Code and other Conditions of supply) Regulations 2005.
4. Non-applicant is directed to submit compliance report within 30 days from the date of this order.

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

Sd/-  
**Vishnu S. Bute**  
Chairman