

**CONSUMER GRIEVANCE REDRESSAL FORUM**  
**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD.**  
**NASHIK ZONE**

(Established under the section 42 (5) of the Electricity Act, 2003)

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**Consumer Grievance Redressal Forum**  
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**Room N. 115-118**  
**Dwarka, NASHIK 422011**

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**No. / CGRF /Nashik/MLG(C) /MLG.UCR DN./ 658/17-18/**  
**(BY R.P.A.D.)**

**Date:**

**Date of Submission of the case :08/06/2018**  
**Date of Decision : 24/08/2018**

To.

1. Shri. Mohomad Yakoob Meheboob, .  
448, Ravivar Ward, Malegaon  
Dist. Nashik 423203  
(Consumer No. 065510220204 )

Complainant

2. Nodal Officer ,  
Maharashtra State Electricity Distribution Com. Ltd.,  
Circle Office Malegaon.

Distribution Company  
(Respondent)

Executive Engineer (UCR)  
Maharashtra State Electricity Distribution Com. Ltd.  
Division Office Malegaon.

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**DECISION**

Shri. Mohomad Yakoob Meheboob , (hereafter referred as the Complainant ). Malegaon Dist. Nashik is the Industrial consumer of the Maharashtra State Electricity Distribution Company Ltd. (hereafter referred as the Respondent). The Complainant has submitted grievance against MSEDCL for faulty meter and revision of bills as per testing report. The Complainant filed a complaint regarding this with the Internal Grievance Redressal Committee of the Maharashtra State Electricity Distribution Company Ltd. Ltd. But IGRC did not take any decision for more than 2 months . Hence , the consumer has submitted representations to the Consumer Grievance Redressal Forum in Schedule "A". The representations are registered at serial No. 54 Of 2018 on 08 /06/2018.

The Forum in its meeting on 13/06/2018, decided to admit this case for hearing on 03/08/2018 at 12.30 am in the office of the forum . A notice dated 14/06/2018 to that effect was sent to the appellant and the concerned officers of the Distribution Company. A copy of the grievance was also forwarded with this notice to the Nodal Officer, MSEDCL, Circle Office, Malegaon for submitting para-wise comments to the Forum on the grievance within 15 days under intimation to the consumer.

Shri. S.R. Tekale, Addl. Executive Engineer, Shri. S.N. Charose UDC represented the Distribution Company during the hearing. Shri Mehemoood Hasan Shabeer Ahmad appeared on behalf of the consumer.

**Consumers Representation in brief :**

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**Arguments from the Distribution Company.**

The Distribution Company submitted a letter dated 02/08/2018 from the Executive Engineer (UCR) Malegaon Division and other relevant correspondence in this case. Putting forth the arguments on the points raised in the grievance the representatives of the Distribution Company stated that:

- 1 In Jan-2017 the Consumer No. 65510220204 Shri. Mohd. Yakoob Meheboob meter tested and found 100% fast.
2. The average of the consumer previous twelve month consumption April 15 to March 16 was 276 unit/Months.
3. Considering twelve month average from April 2015 to March 2016 i.e. 276 Unit/months and hence bill was revised for 10 months from April 2016 to Jan.2017 by charging average 208 unit/months.
4. The consumer bill was revised as per average unit from April 16 to Jan.17 by crediting 1350 unit for Rs. 4093.52.
5. As per complain application, the interest waived Rs. 6344.90 and revised bill issue to the consumer.

**Observations by the Forum:**

On heard both parties and evidence put during hearing the forum observed that ....

1. Consumer applied for replacement of faulty under accordingly Dist Co, issued challan for testing of meter, on which Com. Paid the same & reported to Dist. Co. Which in due course arranged for testing of meter by replacing the same in Jan.17, in which it is observed that the meter is faulty & testing unit has issued certificate stating that meter is 100% fast.
2. The consumer representative praying for revision of bills issued so far i.e. From the date of installation of said meter & refund the extra amount paid with interest accordingly (i.e. Making 50% of bills issued so far).
3. The Dist. Co, revised the bills in Feb. 18 on the basis of consumption recorded by new meter in 10 month i.e. From April 16 to Jan. 17 , the average/ month which came to 208 Kwh/ month & given credit of extra amount recovered Rs. 4093.52 & interest thereon of Rs. 6344.90 in Feb. 18. The Dist. Co. Representative also pointed out that the average consumption of said meter during previous year works out to 276 Kwh/month, as the load on the said meter is constant the consumers prayer of revising bills straitly making 50%. Just on the grounds of testing report as 100% fast cannot be accepted , hence revised the bills from the consumption recorded by new meter after replacement inn10 months.(the load being constant).
4. But the consumer is not accepting the above revision and not paying current bills from Aug. 2017.

After considering the representation submitted by the consumer, comments and arguments by the Distribution Licensee, all other records available, the grievance is decided with the observations and directions as elaborated in the preceding paragraphs and the following order is passed by the Forum for implementation:

### ORDER

1. As the Consumer is not paying current bills, consumer is asked to pay part payment of Rs. 17000/- in current month which the consumer representative accepted.
2. The bill revision made by Dist company on the basis of average recorded by new meter during last 10 months & given credit of extra amount of Rs. 4093.52 and interest thereon of Rs. 6344.90 in Feb. 18 is correct.
3. The consumer prayer of revision of bill by taking 50% of bill issued so far in the tenure of faulty meter with interest is rejected.
4. As per regulation 8.7 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006, order passed or direction issued by the Forum in this order shall be implemented by the Distribution Licensee within one month and the concerned Nodal Officer shall furnish intimation of such compliance to the Forum.
5. As per regulation 22 of the above mentioned regulations, non-compliance of the orders/directions in this order by the Distribution Licensee in any manner whatsoever shall be deemed to be a contravention of the provisions of these Regulations and the Maharashtra Electricity Regulatory Commission can initiate proceedings *suo motu* or on a complaint filed by any person to impose penalty or prosecution proceeding under Sections 142 and 149 of the Electricity Act, 2003.
6. If aggrieved by the non-redressal of his Grievance by the Forum, the Complainant may make a representation to the Electricity Ombudsman, 606, 'KESHAVA', Bandra Kurla Complex, Bandra (East), Mumbai 400 051 within sixty (60) days from the date of this order under regulation 17.2 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006.

**(Sau. Vaishali V. Deole )**  
Member

**( Prasad P. Bicchal )**  
Member-Secretary  
& Executive Engineer

**(Dr.Bhaskar G. Palwe)**  
Chairman

### Consumer Grievance Redressal Forum Nashik Zone

Copy for information and necessary action to:

- 1 Chief Engineer , Nashik Zone, Maharashtra State Electricity Distribution Company Ltd. , Vidyut Bhavan, Nashik Road 422101 (For Ex.Engr.(Admn)
- 2 Chief Engineer , Nashik Zone, Maharashtra State Electricity Distribution Company Ltd. , Vidyut Bhavan, Nashik Road 422101 ( For P.R.O )
- 3 Superintending Engineer, Maharashtra State Electricity Distribution Company Ltd. , Circle Office , Malegaon

