

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

Case No. CGRF(NZ)/87/2018

Applicant : Shri Mohanlal Lalaji Patil,
Plot no.60, Pruthvirajnagar,
Barde Layout, Belatrodi Road
Nagpur440037.

Non-applicant : Nodal Officer,
The Executive Engineer
Congress Nagar Division, MSEDCL,
Nagpur.

Applicant represented by : In person,

Non-applicant represented by: 1) Shri K.P.Bhise, E.E.Congress

Nagar Division,

2) Shri S.S.Matte,DYEE,Hudkeshwar

Quorum Present : 1) Shri Arvind Jayram Rohee,
Chairperson.
2) Mrs. V.N.Parihar,
Member Secretary
3) Mrs. Asmita Avinash Prabhune,
Member(CPO)

ORDER PASSED ON 12.09.2018

1) The applicant filed the present grievance application before this forum on 23.07.2018, under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations 2006 (hereinafter referred to as said Regulations).

2) Non applicant denied applicants case by filing reply dt.

28.08.18 & 30.08.18.

3) Forum heard arguments of both the sides on 11.09.2018 & perused the case record.

4) The applicant Shri Mohan Lalji Patil (Hereinafter referred as the applicant) is consumer of MSEDCL bearing consumer No. 412730032192 on his native address for residential use. He stated in his grievance application that he received electricity bill from Sept 2016 to Jan.2018 with average 22 Units per month & in the month of Feb.2018 actual meter reading was taken by the agency & as per reading energy bill was issued for consumption of 7770 units for Rs.119690/-. His meter was replaced on 16.03.2018. MSEDCL revised his bill by giving slab benefit of Rs.51351/- in the month of March 2018.This bill is also not accepted to him. Further the applicant stated that he has not received the energy bill from Aug.2016 to Jan 2018. Applicant contacted the office to make enquiry about it. The office informed him that the bill is in credit & in Feb. 2018 he received the electric bill for Rs.119686/- as per the CPL submitted by Nagpur (U) & Spot Inspection Report, it is clear that consumer was issued bill for average consumption since Sept.2016 to Jan.2018.

5) As per provisions of clause 14.3 of the Electric Supply Code 2005, it is obligatory on non applicant to take meter reading at least once in every three months in case of agricultural consumer & at least once in every two months in the case of all other consumers.

Non applicant during hearing accepted that the negligence is from their side or its meter reader agency but non applicant failed to take action against agency. The non applicant adjusted the average units & given credit of Rs.51351/- Non applicant shall take note of Regulations 7 read write clause 8(i) of Appendix 'A' of MERC Regulations, Standard of Performance (SOP)2014 i.e. reading of consumer's meter & non applicant is liable for sop compensation but as applicant has given application that he is ready to pay bill of Rs.83930/- including current bill & requested facility of five monthly installments & non applicant agreed to such mode of payment & 1st installment of part payment is already paid on 16.08.2018.The request made is accepted.

6) In view of above factual position, forum did not find any reason to interfere with the order of IGRC, moreover applicant is agreed to pay balance bill. Hence the application stands disposed of with following order.

ORDER

- 1) Applicant is directed to pay balance bill of Rs.83930/- in five installment free monthly installments.
- 2) The order of IGRC is confirmed.
- 3) Non applicant is directed to note and take suitable actions for avoiding recurrence of such instances in future in view of observations recorded in para (5).

4) The compliance of the order shall be done within 30 days
from the receipt of this order.

5) No order as to cost.

Sd/-
(Mrs. A. A. Prabhune)
MEMBER (CPO)

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

Sd/-
(Arvind J. Rohee)
Chairperson

Nagpur

Dt.12.09.2018