

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

Case No. CGRF(NZ)/95/2018

Applicant : Shri Abdul Matin Abdul Sattar Patel,
Plot No. 97, Rathod Layout,
Anant Nagar,
Nagpur – 440013.

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

Applicant represented by : In person,

Non-applicant represented by: 1) Shri A.S. Paranjape, Ex.Engr.
2) Shri P.V. Vaidya, Dy.E.E. Mouda

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 15.09.2018

1) The applicant approached this Forum by this application dt. 06.08.2018, under regulation 6.4 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations 2006 seeking refund/adjustment of excess amount of 20% of electricity bills paid by him from 18.11.2015 date of installation of meter in his premises till date.

2) The applicant was granted electricity connections for residential use vide consumer No. 410020133701 on 18.11.2015. He regularly received electricity bills and paid it. However, when the meter was tested on 08.06.2018 it was found that the meter was running fast to the extent of 20%, although it was found to be O.K. in pulse test. The applicant, therefore, claimed 20% refund/adjustment in future bills from the date of installation of meter.

3) According to Non applicant vide reply dt. 01-09-2018 on the strength of testing report credit of Rs.1586.38 in the electricity bill of March 2018 and April 2018 is granted and revised bill issued in June 2018 considering last 12 months average 235 units from March 2018 onwards till the meter is replaced. This was done in compliance of the order dt. 30.06.2018 passed by Internal Grievance Redressal Cell (IGRC) which modified the decision of Commercial Manager giving credit for 136 units only. Hence credit of 235 units drawn on the basis of previous 12 months average consumption of undisputed period i.e. monthly average of March 2017 to Feb. 2018.

4) Aggrieved by foresaid order of IGRC since full relief claimed is not granted to applicant, he knocked on the doors of this forum.

5) Heard submissions advanced by applicant and representatives of Non applicant in support of their rival contentions. We have carefully gone through the case record.

6) After considering material on record, IGRC passed the following operative order.

“1) Revise the bills from May-2018 till the date of replacement of the meter considering the monthly average of 235 units and give credit of balance units in the ensuing bill of the applicant.

2) Previous credit of Rs.1586=38 shall be cancelled.

3) Adjustment units shall be calculated considering the monthly average of 235 units and not as per FR of the old disputed meter.

The CCC-Incharge/CBO shall submit his compliance accordingly.

The applicant’s grievance application is thus allowed and it stands disposed of in terms of this order”.

7) It is obvious from record that the IGRC has taken a rational view and whatever relief could be granted to the applicant due to faulty meter the same is extended to him. He did not make any grievance for testing of electric meter till 8.6.2018 & on the contrary paid electricity bills regularly and without protest. As such it can’t be gathered that the meter was running fast to the extent of 20% from the beginning i.e. from the date of its installation on 18.11.2015. It, therefore, can’t be ascertained as to when technical snag was developed in the meter. The relief granted by IGRC in such circumstanced of case can’t be said to be illegal or incorrect, requiring interference by this Forum. The applicant is not justified in seeking 20% refunds/adjustment in electricity bills from the date of installation of meter.

8) In the result the grievance application stands dismissed, however, without there being any order as to costs.

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

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

Sd/-
Arvind J. Rohee
Chairman