

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

Case No. CGRF(NZ)/22/2019

Applicant : Shri Sheikh Shafiulla Ismile Chhaware,
H.No. 155, Namdeo Nagar,
Nagpur-440017.

V/s

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

Applicant represented by : Shri Sheikh Shamiullah.
Non-applicant represented by: 1) Shri V.R. Sonkusle, Exe.Engr.,
MSEDCL,
2) Shri Dahasahastra, SNDL, Nagpur

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 30.04.2019

1) The applicant having been aggrieved by the order dated 02.03.2019 passed by Internal Grievance Redressal Cell (IGRC), SNDL, Nagpur in case No.0163/2019 rejecting his claim for revision of the energy bills all edging excess meter reading dis-proportionate to the actual consumption, approached this

Forum under clause 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations 2006.

2) The applicant is having consumer No. 410015129470 for residential use at Nagpur. In the month of March 2018 the applicant noticed excessive energy bills. He therefore lodged oral complaint on 20.03.2018 and thereafter in the month of November 2018. In pursuance thereof the meter was tested in the Laboratory of SNDL on 29.11.2018, which was found to be Ok within permissible limit of error. Since dis-satisfied with the said report, on his request the meter was again tested in the Laboratory of MSEDCL. This time also the meter was found OK, within permissible limit of error.

3) The applicant then approached IGRC which has passed the following order

“Now, since the disputed meter is declared Ok in the Company’s MTL & MSEDCL’s MTL, there is no valid reason for revision of bills. However, since no Prompt action was taken to redress the issue since Mar-2018, the interest charged on arrears needs to be waived off.

The CCC-Incharge is now directed as below.

1) Waive off the arrears of interest of Rs.(7668+1670)-9340/- by giving in the next bill of the applicant.

The CCC-Incharge shall submit his compliance accordingly.

The applicant's grievance application partly allowed and it stands disposed of in terms of this order.”

4) Thus partial relief is granted to the applicant since arrears of interest are waived. Dis-satisfied with the said order the present grievance application is filed, raising same grounds for revision of energy bills of March 2018 for 1052 units, April 2018 for 840 units, May 2018 for 1018 units, June 2018 for 1281 units, July 2018 for 1091 units, August 2018 for 1001 units, September 2018 for 868 units, October 2018 for 1002 units, November 2018 for 751 units, December 2018 for 599 units, January 2019 for 569 units and February 2019 for 634 units.

5) Today when the matter was called out for final hearing the applicant through his representative son Shri Sk. Shamiullah appeared and Non-applicant is represented by Shri V.R. Sonkusle, Exe.Engr., MSEDCL assisted by Shri Dahasahastra of SNDL, Nagpur.

6) The Non-applicant by a reply dated 15.04.2019 denied the claims made and stated that since the meter was found OK twice, there is no question of grant of any relief to the applicant, specifically considering his connected load as stated in the Spot Inspection Note dated 23.03.2019. The Non-applicant has already complied with the order of IGRC by giving credit of Rs.9340/-

towards arrears of interest in the bills issued in the month of March 2019. The applicant will have to pay the balance amount due to him.

7) On 23.04.2019 the forum heard the oral submissions of both the parties. We have carefully perused the case record.

8) The copy of CPL produced on record shows that prior to March 2018, the recorded consumption is 776 units in February 2018, 2276 units in January 2018, 265 units each in December 2017 and November 2017. The applicant did not raise any dispute regarding bill of January 2018. However, on complaint made thereafter the meter was tested and found OK twice. The record shows that there are 10-Living Rooms and the house consists of ground and 1st floor. The applicant on interrogation stated that four brothers with their family members reside jointly in the said house. The connected load/electronic items is found to be of 9-Fans, 2-CFL, 9-LED lights, 3-Tube Lights, 2-TVs, 2-Settop Box, 3-Fridge, 2-Coolers, 1-Motor, 1-Mixer, 1-Geisure and 1-Washing Machine.

9) Considering the number of family members and connected load coupled with the fact that the meter is found OK twice, it cannot be said that bills for excessive meter reading were issued to the applicant. It appears that prior to January 2018 the

connected load and family members must have been limited, hence less consumption is shown. There may be other technical reasons for showing higher meter reading due to defect in internal wiring or earthing problems.

10) For delay in visiting the spot and getting the meter tested, arrears of interest is already waived by IGRC, which cannot be said to be illegal. In view of above no relief in this proceeding.

11) The Grievance Application is therefore, rejected, by confirming the order passed by IGRC. The applicant is directed to deposit the arrears to the extent of Rs.1,29,443/- minus Rs.25,000/- towards last receipt amount and waived interest of Rs.9340/- in 4 monthly installments commencing from May 2019.

12) Parties are directed to bear their respective cost of this proceeding.

Sd/-	Sd/-	Sd/-
(Mrs. Asmita A. Prabhune)	(Mrs. V.N.Parihar)	(Arvind J. Rohee)
MEMBER(CPO)	MEMBER SECRETARY	CHAIRPERSON