

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

Case No. CGRF(NZ)/01/2018

Applicant : User – Smt Najma Firdos Karim
Plot No.150,
Yashodhara Nagar, Nagpur-440026.

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

Applicant represented by : In Person,

Non-applicant represented by: 1) Shri Sonkusale, 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 09.02.2019

1) The applicant approached this forum under clause 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulation 2006, with the grievance of receiving excessive energy bill of Rs.11280/- for the month of August 2018 with Consumer Number 410015221953, for residential use.

2) The applicant resides at Yashodhara Nagar, Nagpur. She was granted electricity connection from 21.12.2011 on the aforesaid consumer number. She was regular in the payment of the energy bills. However, she noticed that in the month of August 2018, excessive energy bill showing consumption of 1111 units as against the previous months moderate consumptions was issued. On her request the meter was tested in both the Laboratories of SNDL & MSEDCL, which was found OK. Her request for revision of bill for the month of August 2018 to the extent of Rs.11292.44 n.p. was rejected both by the Commercial Manager and by the IGRC. Hence she approached this forum on 02.01.2019.

3) The Non applicant vide reply dt. 04.02.2019, supported the decision taken, not to revise the bill for the month of August 2018, since the meter was found OK.

4) On 08.02.2019 we have heard Shri Shameer Qureshi, authorised Representative of the applicant and the reply arguments of Shri Sonkusale, Executive Engineer, MSEDCL assisted by Shri Dahasahastra of SNDL. We have carefully perused the case record.

5) It is obvious that the meter was found OK twice which has shown excessive consumption of 1111 units for the isolated month of August 2018 in comparison to previous and subsequent months consumption after replacement of the meter. It is not the case of non display of meter reading nor issuance of the normal bill

without mentioning the actual consumption, had the meter been found faulty, the applicant would have been entitled to revision of bill. However, since no defect was noticed there are only three possibilities for showing consumptions of 1111 units namely the applicant had actually consumed the energy to the said extent as recorded or defect might have been developed in the internal wiring of the house or there may be some problem with earthing, in which event meter may show excessive reading. However, since it was found OK no relief can be granted to the applicant. The order dt.24.12.2018 passed by IGRC needs no second view.

In the result Grievance Application stands dismissed, however, with no order as to costs. The applicant is directed to credit the pending bill within a month, if not paid earlier.

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

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

Sd/-
(Arvind J. Rohee)
CHAIRPERSON