

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

Case No. CGRF(NZ)/55/2018

Applicant : Smt. Shabana Husain Laxmidhar,
Shop No. 4, Saikrupa Tower,
Nelson Square,
Nagpur-440013.

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

Applicant represented by : Shri Mohd Anis Sheikh,

Non-applicant represented by: 1) Shri Sonkusle, E.E.

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 10.06.2019

1) The applicant filed present grievance application before this forum on 09.05.2019 under clause 6.4 of Maharashtra Electricity Regulatory Commission (Consumer Grievances Redressal Forum & Electricity Ombudsman) Regulations 2006.

2) Non applicant denied applicant's claim by filing reply dated 03.06.2019.

- 3) Applicant is represented by Shri Md. Anis Sheikh (Tenant of applicant) & Non applicant is represented by Shri V.R. Sonkusale E.E., MSEDCL assisted by Shri Dahasahastra of SNDL. Forum heard argument of both the parties & carefully perused the case record.
- 4) The applicant is having consumer No. 410014314681 for commercial use. Applicant submitted her grievance application stating that her disputed meter has been replaced in Feb. 2019, but the disputed bills were not revised. Hence, requested forum for revision of the bills from March 2018.
- 5) Applicant filed grievance with IGRC. Accordingly matter was heard & IGRC by its order dated 19.04.2019 held that, since the meters incoming phase terminal was found burnt & also date & time parameters was found disturbed and hence considering that the meter was defective, the disputed bills needs to be revised from Sept.2018 to Nov.2018 but not from March 2018, since because the applicant submitted 1st complaint on 17.12.2018.
- 6) Aggrieved by the aforesaid order of IGRC applicant filed this grievance application before this forum for necessary relief.
- 7) The case was fixed for hearing on 04.06.2019 but applicant remained absent without any intimation. So matter was adjourned to 07.06.2019. On which date applicant & non applicant both were present & heard.

8) Non applicant submitted reply on 03.06.2019 in which it is stated that as per the meter testing report, the meter's incoming phase terminal was found burnt & also the date & time parameters was found disturbed. Since the meter terminal was burnt it may cause erratic behavior of the meter. Hence considering the meter as defective meter, the disputed bills needs to be revised, but applicant's request for revision of the bills from March 2018 can not be considered as applicant submitted first complaint of excessive bills on 17.12.2018. Hence bills are required to be revised as per regulations 15.4.1 of MERC's Supply code of 2005.

9) We have carefully perused CPL of applicant & spot inspection report submitted by NA. It appears that his consumption is as per connected load which depends on utilization of electricity.

10) Record also shows that since 05.12.2018 applicant did not pay bills & previously also Applicant was not paying bills regularly.

11) NA revised bills from Sept.2018 to Nov.2018 considering the monthly average of 203 units (From Sept.2017 to Aug. 2018 to be considered for revision), which is in line with Supply code provisions. Moreover, credit of Rs.4042.23 has been provided in energy bill for the month of May 2019. As such, no more relief can be given. Hence the grievance application deserves to be dismissed.

12) IGRC had considered all aspects of the matter legally & property & passed perfectly legal order. Therefore it needs no interference.

ORDER

(1) Grievance application is dismissed.

(2) No order as to costs.

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

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

Sd/-
(Arvind J. Rohee)
CHAIRPERSON