

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

Case No. CGRF(NZ)/68/2019

Applicant : Smt Shobha Sharad Dube,
Flat No. 101, Utkarsh Shikhar,
Mount Road, Nagpur-440001.

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 V.R. Sonkusle, Exe.Engr.,
MSEDCL,
2) Shri Dahasahastra, SNDL,

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 31.07.2019

1) The applicant filed present grievance application before this Forum on 08.07.2019 under clause 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations 2006.

2) The applicant's case in brief is that her faulty meter was replaced but the disputed bills were not revised. Hence she requested Forum for revision of the bills from Nov. 2018.

- 3) Non applicant denied applicant's case by filing reply on 20.07.2019.
- 4) Forum heard arguments of both the parties on 30.07.2019.
- 5) Applicant's authorized representative Shri Vivek Misra is present & Non applicant is represented by Shri Sonkusale E.E. MSEDLC assisted by Dahasahastra of SNDL.
- 6) The applicant is having consumer No. 410013256644 for Residential use. Applicant submitted her grievance application for faulty meter, which has been replaced on 04.06.2019, but the disputed bills were not revised. Hence requested forum for revision of the bills from Nov. 2018.
- 7) Applicant filed grievance with IGRC. Accordingly matter was heard & IGRC by its order dt. 24.06.2019 held that since the meter was found faulty as per MTL report, the disputed bills need to be revised from April 2019 & May 2019 and not from Nov.2018 as claimed by applicant, considering the monthly consumption of 325 units & to give credit of balance unit in the ensuring bill of the applicant and since the applicant submitted 1st compliant in May 2019.
- 8) Aggrieved by the above said order of IGRC applicant filed this grievance application before this Forum for necessary relief. Non applicant submitted reply on 20.07.2019 in which it is

stated which shows the connected appliances at the premises of applicant. The present case is of faulty/defective meter, therefore, Applicant needs to be billed as per the following provisions of MERC Supply Code 2005, Section 15.4.1 for the period of 3 months.

15.4 Billing in the Event of Defective Meters

15.4.1 Subject to the provisions of Part XII and Part XIV of the Act, in case of a defective meter, the amount of the consumer's bill shall be adjusted, for a maximum period of three months prior to the month in which the dispute has arisen, in accordance with the results of the test taken subject to furnishing the test report of the meter alongwith the assessed bill.:

Applicant is not entitled to get relief from Nov.2018 because Applicant had filed her complaint in May 2019. In view of above legal position, the order of IGRC is unsustainable, hence required to be set aside and G.A. is hereby dismissed with following order.

ORDER

1. The order passed by IGRC is set aside & NA is directed to revise bills as per the provisions of MERC Supply code 2005, Section 15.4.1 for a period of 3 months in accordance with the meter test results.
2. Necessary steps to be taken by N.A. accordingly and arrange to submit compliance within a month.
3. No order as to costs.

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

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

Sd/-
(Arvind J. Rohee)
CHAIRPERSON