

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

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**Case No. CGRF(NZ)/79/2019**

Applicant : Shri Sikandarsingh Ajunsingh  
Plot No.39, Guru Teg Bahadur Nagar,  
Nari Road, Nagpur-440001.

V/s

Non-applicant : Nodal Officer,  
The Executive Engineer,  
Civil Lines Division, M.S.E.D.C.L.,  
Nagpur.

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Applicant represented by : Shri Kawaljitsingh.  
Non-applicant represented by: 1) Shri R.K. Ghatode, Exe.Engr.,  
MSEDCL, Civil Lines Dn.Nagpur

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Coram : 1) Shri Arvind Jayram Rohee,  
Chairperson.  
2) Mrs. V.N.Parihar,  
Member Secretary  
3) Mrs. Asmita Avinash Prabhune,  
Member(CPO)

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**ORDER PASSED ON 16.11.2019**

1. The Applicant filed the present grievance application before this Forum on 11.09.2019 under Para 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulation 2006, for Redressal of his excessive bill.

2. Non applicant filed reply and denied the case of the applicant.

3. Forum heard arguments of both the parties on 06.11.2019 and carefully perused the entire case record.

4. The applicants representative Shri Kawaljitsingh is present and on behalf of Non-applicant Shri Ghatode, Executive Engineer, Civil Lines Division, MSEDCL is present.

5. The applicant is LT Residential Consumer of SNDL having consumer no.410012085536 on his address, submitted his grievance application to this forum stating that his meter has been declared faulty at SNDL Meter Testing Lab. Accordingly the bills were revised by Commercial Manager for May 2019 & June 2019 only for i.e. for two months, the applicant did not agree with this revision of bills and hence approached this forum.

6. Non-applicant submitted in their reply that CBO has revised the bills of May 2019 and June 2019 on the basis of total consumption of May 2018 & June 2018 and proposed credit of Rs.12848.95/- But as per Regulation 15.4.1 of MERC's Supply Code Regulations of 2005, in case of faulty meter, the disputed bills for 3 months prior to the month of dispute and upto the replacement of the meter has to be revised. As per IGRC order dated 31.08.2019, considering meter as faulty, applicant's bills from April 2019 to July 2019 @ 404 units (on the basis of monthly average of previous year same month consumption pattern charged which was 404 units) and bills were revised and adjustment of 340 units is charged in ensuing bill of applicant.

7. We have carefully perused all the case record and CPL of applicant filed by Non-applicant. As per the meter testing report meter is registering energy on No load abnormally. Also date & time found disturbed. Hence meter being defective, in our opinion it is necessary to revise bills from April 2019 to July 2019 as per MERC Supply Code Regulations 15.4.1. by considering average consumption of 12 preceding months which works out to be 307 units p.m. (April 2018 to March 2019)

9. Hence the following order.

**ORDER**

- a) Grievance application is partly allowed.
- b) Order passed by IGRC dated 31.08.2019 in case no.0577/2019 is modified and Non-applicant is directed to revise the bill of applicant for the period April 2019 to July 2019 considering average 307 units p.m. and to revise the bill and give credit to applicant accordingly.
- c) Non-applicant is directed to comply within 30 days from the date of this order.
- d) No order as to costs.

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

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

Sd/-  
**(Arvind J. Rohee)**  
CHAIRPERSON