

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

Case No. CGRF(NUZ)/310/2014

Applicant : Smt. Khairunnisa Abdul Rahim,
Buddhukhanka Minara,,
Gandhibagh,
Nagpur.

Non-applicant : Nodal Officer,
The Superintending Engineer,
(Distribution Franchisee),
MSEDCL,
NAGPUR.

Quorum Present : 1) Shri Shivajirao S. Patil,
Chairman.

2) Adv. Subhash Jichkar
Member.

3) Shri Anil Shrivastava,
Member / Secretary.

ORDER PASSED ON 28.1.2015.

1. The applicant filed present grievance application before this Forum on 3.12.2014 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as Regulations).

2. Applicant's case in brief is that she received excessive bills. Being aggrieved by the order passed by I.G.R.C. he approached to this Forum.

3. Non applicant denied applicant's case by filing reply Dt. 16.12.2014. It is submitted that meter of the applicant is replaced, old meter is tested in the laboratory in presence of the applicant and meter is found O.K. Grievance application deserves to be dismissed.

4. Forum heard argument of non applicant and perused record.

5. Record shows that in the month of September 2014, consumption is shown 1337 units but it is for 2 months. In August 2014, there was 'Inaccessible' Status. Credit of Rs. 2460/- is given to the applicant in September 2014. Therefore this consumption of 1337 units in September 2014 is for 2 months. It is noteworthy that in August 2013 also consumption of the applicant for 1 month was 799 units. Therefore there is same trend of consumption. There is sufficient connected load as shown in spot inspection report. Meter was tested by acucheck and it was found O.K. As per order of Learned I.G.R.C. meter was tested in the laboratory of SNDL and it is found O.K. Therefore energy consumed by the applicant is recorded by the meter.

6. However, bill of September 2014 for 1337 units is for 2 months, because there was Inaccessible status in August 2014. Therefore applicant had to pay 2 months bill at once and might have caused inconvenience. Therefore at the most 2 installments can be granted to the applicant to pay the bill of September 2014 if bill is in arrears till today. Hence the following order : -

ORDER

- 1) Grievance application is partly allowed.
- 2) SNDL shall grant two installments to the applicant to pay the bill of September 2014 in case the said bill is unpaid today.
- 3) Compliance should be reported within 30 days from the date of this order.

Sd/-
(Anil Shrivastava)
MEMBER
SECRETARY

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Shivajirao S. Patil),
CHAIRMAN