

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

Case No. CGRF(NUZ)/029/2009

Applicant : Shri Marotrao L. Pounikar
Through Devkabai Pounikar
AT Juni Mangalwari,
Gujari Chowk,
NAGPUR.

Non-applicant : MSEDCL represented by
the Nodal Officer-
Executive Engineer,
Mahal Division, NUZ,
Nagpur.

Quorum Present :1) Shri S.F. Lanjewar
Executive Engineer &
Member Secretary,
Consumer Grievance Redressal
Forum, Nagpur Urban Zone,
Nagpur.

2) Smt. Gouri Chandrayan,
Member,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.

(ORDER Passed on 16.07.2009)

The present grievance application has been filed on dated 27.05.2009 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 here-in-after referred-to-as the said Regulations.

The grievance of the applicant is in respect of energy bill from the month of December, 2002 is getting on average & wrong, the meter is removed (made P.D.) without Intimation. The bill is not receiving.

The connection is to be connected on it and as per rule. She should get the relief in the bill.

The applicant had submitted his written application to MSEDCL on dated 05.03.2009 stating that there was a 225 sq. ft. area & two rooms and he was getting a very higher amount of bill. She also alleged that there was a threatening from the MSEDCL official for disconnecting the supply for non-payment of bills. She also added in the application that the bills were getting on average basis and higher side. Meanwhile her husband died due to illness & in such circumstances she could not pay the bills.

The bills are not getting since last two-three years hence could not pay the bills.

The MSEDCL had submitted the written reply in which they elaborated the things that there was a dues on consumer no. 410012518831 PC-4. Smt. Deokabai M. Paunikar was disconnect on March 2005 due to non-payment. The applicant did not made payment after date 20.10.2004. The amount of Rs. 11,892=82 was outstanding. After payment of old dues the connection will be released.

The case was heard on dated 22.06.2009.

Both the parties were present, the applicant's representative her Son Shri Vilas M. Paunikar while Shri Shrivastav, Dy. E.E. represent the non-applicant Company's side.

She was decided in the hearing to inspect the spot in presence of applicant's representative and submit the spot panchnama with signature 01.07.2009, the next date was decided for hearing.

The applicant was not present but Executive Engineer Mahal Division & Dy. E.E. Shrivastav were present the case. They had submitted the spot panchnama & they had also agreed about wrong billing and ready for issue of corrected bill by deducting of faulty meter average reading of 4 months units.

As per the provision of the Regulation No. 15.4.1 the correct bill of three months should be issued to the consumer.

Decision

The Forum had come to decision.

- 1) The non-applicant should issue a correct bill within 7 days.
- 2) The applicant should pay the bill and submit the requisite documents to MSEDCL office for getting the new connection.

The non-applicant shall carry out this order and report compliance to this Forum on or before 16.08.2009.

Sd/-
(S.F. Lanjewar)
Member-Secretary

Sd/-
(Smt. Gauri Chandrayan)
MEMBER

CONSUMER GRIEVANCE REDRESSAL FORUM
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's
NAGPUR URBAN ZONE, NAGPUR.