

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

Case No. CGRF(NUZ)/032/2009

Applicant : Shri Moreshwar L. Sontakke
At Plot No. 35, Arya nagar,
Koradi Naka,
NAGPUR.

Non-applicant : MSEDCL represented by
the Nodal Officer-
Executive Engineer,
Civil Lines 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 02.06.2009 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 wrong & average bills issued to the applicant for the month of November, 2008.

Before approaching this Forum, the applicant had filed his grievance application on the same subject matter on 16.03.2009 under the said Regulations before the Internal Grievance Redressal Cell (in short, the Cell). Applicant's has not been satisfied by the cell's decision and hence, the present grievance application.

The matter was heard on 23.06.2009 & 07.07.2009.

The applicant had submitted his written application elaborated the following things.

- 1) The consumer said that he has a meter No. 9005455488 and connected load of 0.5KW & it is less than the connected load.
- 2) The connection was released on dated 28.04.2003 and the average consumption is 200 to 300 units per month. He has receive the bill of only 04 units in the month of August 2008. But he receive a bill of 2692 units in the month of November, 2008.
- 3) He also stated that after receiving 4 units bills in the month of August 2008. He has received the bill in the month of September, & October, 2008 of 190 units of the same meter. He again received a bill of 290 in the month of December, 2008. From August to October, 2008 the meter remain faulty & he had receive the bill of 2692 units. He said that the meter remain faulty for three

months, in December, 2008 it shows average meter reading.

The applicant's case was presented before his nominative representative one Shri C.B. Singh while the Executive Engineer Civil Line Division Shri Gandhewar the non-applicant Company's side.

The applicant narrated the above stated matter and he argued that it is not possible such a higher side consumption of units 2696 units for 4 months. Where as his average consumption was only 200-300 units per months.

He also stated that he did not extend the load. The meter was also changed two times in the above said period.

He lastly prayed that to give relief and issued a correct bill.

The non-applicant said in his argument that the reading is shown, it is correct and the consumption shown in the meter is actual consumption and the consumer is utilized the consumption. He also agree that though the consumption in the month of August 2008 is shown in CPL only 04 and after that it is also shown in the month of September & October, 2007 of 190 units. It may be average or may be minimum but the consumption shown 2696 for 4 months is correct. The consumer has to pay the bill for the same.

After hearing of both the sides, the Form had come to the decision.

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 consumer should issue the correct bill for the three months average within seven day's.

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.