

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

Case No. CGRF(NUZ)049/2009

Applicant : Shri Kabir Khan
M/s. Nobel Metro Works
Tawakkal Society, Salfiabad
Koradi Road,
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 12.10.2009)

The present grievance application has been filed on 13.08.2009 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 rectification of energy bill and slab benefit.

The applicant before approaching this Forum, made a complaint to the Executive Engineer, (Adm.) Nagpur Urban Circle, MSEDCL, Nagpur on 13.05.2009. Despite his complaints, no satisfactory remedy was provided to him and hence, the present grievance application.

The applicant's representative filed his written statement dated 13.08.2009 by Shri Sunil Jacob. He claimed in his statement that since last 1 ½ years he received a bill under lock status. But at a glance he received a bill of 5349 units. The bill units are prior to two years back.

He has made the written application to JE Mankapur dated 19.05.2009 regarding the rectification of bill.

On date 19.05.2009 the application was given to E.E. Civil Line Division mentioning that the bills are received locked. The bill of Rs. 35,040/- was received. He demanded the relief in the bill.

On date 12.05.009 he had written a letter to E.E. Civil Lines with a request of the huge unit bill was received and asked for rectification of bill.

Lastly he prayed that he should give correct bill.

The case was heard on dated 02.09.2009 Shri Sunil Jacob consumer representative from consumer side and Shri S.R. Gandhewar E.E. Civil Line Division represented the MSEDCL side.

Shri Sunil Jacob argued that the non-applicant had issued the bill previously on locked premises. But he issued a bill a glance of

5349 unit. He has not agree for the same. He had requested to give correct bill and give the slab benefit to him.

Shri S.R. Gandhewar E.E. Civil Line has given the overall reply that the bill was issued locked because the house was locked at the time of reading. He issued actual reading bill when he found the previous open the reading is correct as per reading taken. So the applicant should pay the bill.

After observing all the documents produced by both the side the Forum come to conclusion & take a decision that the case comes under 15.4.1

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 along-with the assessed bill.

Decision

The bill amount shall be adjusted for a maximum period of three months period (i.e.) prior to March 2009.

The non-applicant shall report compliance of this Order to this Forum on or before 15.11.2009

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.