

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

Case No. CGRF(NUZ)/055/2009

- Applicant : Smt. Smita Suryakant Tarekar
A-113, Yojeshwar Nagar,
Dighori Chowk,
NAGPUR.
- Non-applicant : MSEDCL represented by
the Nodal Officer-
Executive Engineer,
Mahal Division, NUZ,
Nagpur.
- Quorum Present : 1) Smt. Meera Khadakkar
Chairman,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.
- 2) Smt. Gouri Chandrayan,
Member,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.
- 3) Shri S.F. Lanjewar
Executive Engineer &
Member Secretary,
Consumer Grievance Redressal
Forum, Nagpur Urban Zone,
Nagpur.

ORDER (Passed on 12.11.2009)

This grievance application is filed on 06.10.2009 under
Regulation 6.4 of the Maharashtra Electricity Regulatory Commission

(Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 hereinafter referred-to-as the said Regulations.

The applicant has approached this Forum in respect of her grievance, namely excess billing, the electric meter in the name of another person, meter reading is not regularly taken. The last and the most important thing is the applicant had made complaints for twenty times, however, no action has been taken. It is the grievance of the applicant that she had approach Internal Grievance Redressal Cell on 03.11.2008 to 16.07.2009. However, her grievance was not considered.

The non-applicant has filed his reply on 21.10.2009. It is submitted that electric meter of the applicant was at the height of 10 fts. Therefore, it was not possible to record its reading, the meter is now shifted at the lower level and the bill has been corrected as per the reading. It is further submitted by the non-applicant that corrected bill is now issued to the applicant. Now no grievance is pending.

The matter was heard on 31.10.2009

The applicant's grievance about the different name of owner of the meter was duly considered by the non-applicant. It appears from the letter on record dated 02.12.2008 that it was the mistake of the Agency who is appointed by the non-applicant for taking a meter reading. Both the parties have considered that now the applicant's grievances has been redressed.

The applicant has submitted that she had made as many as twenty complaints in respect of her grievance. However, the non-applicant has not considered the same.

The non-applicant has not denied the fact of making twenty complaints. It is also clear from the record that there are several

complaints by the applicant. In fact the complaints are not major are the same could have been resolved at the earliest. Since the grievance was un-attended till October, 2009 the applicant was compelled to make several complaints. In fact it is the duty of the concerned Officer to take cognizance of said complaint. In our opinion the action of not taking cognizance of complaint is contrary to the spirit of SOP Regulations. The concerned Officer is directed to take note of this fact and avoid repetition of such instances.

After hearing both the parties and considering the material of the record the Forum is satisfied that the applicant's grievance is now resolved. The concerned authority is directed to take note of the observation in the order.

Sd/-	Sd/-	Sd/-
(S.F.Lanjewar)	(Smt.Gauri Chandrayan)	(Smt. Khadakkar)
Member-Secretary	MEMBER	CHAIRMAN

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

Member-Secretary
Consumer Grievance Redressal Forum,
Maharashtra State Electricity Distribution Co.Ltd.,
Nagpur Urban Zone, NAGPUR.