

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

Case No. CGRF(NZ)/83/2018

Applicant : Shri Raju Ramchandra Khandare,
Plot No. 504, Kushi Nagar,
Nara Raod,
Nagpur – 440014.

Non-applicant : Nodal Officer,
The Superintending Engineer
(D/F), NUC, MSEDCL,
Nagpur.

Applicant represented by : In Person.

Non-applicant represented by: 1) Shri V.R. Sonkusle, Ex.Engr,
2) Shri Dahasahastra, SNDL, Nagpur

Quorum Present : 1) Shri Arvind Jayram Rohee,
Chairperson.
2) Mrs. V.N.Parihar,
Member Secretary
2) Mrs. Asmita Avinash Prabhune,
Member(CPO)

ORDER PASSED ON 11.09.2018

1) The applicant presented this grievance application before this Forum on 10.07.2018 under regulation 6.4 of the MERC (Consumer Grievances Redressal Forum & Electricity Ombudsman) Regulations 2006.

2) Non applicant denied applicant's claim by filing reply dt. 23.07.2018.

3) We have heard arguments of both the parties on 31.08.2018 & perused the record.

4) The applicant Shri Raju R. Khandare is holder of electricity connection with consumer No. 410017200198 for residential use. As stated in his grievance application dt.10.07.2018, he received excess energy bill of Nov.2017 for 2234 Units for 9 months. The applicant did not agree with the bill, since in his opinion it was excessive in the sense beyond actual consumption by him. He applied to the distribution licensee SNDL (hereinafter referred to as the Non applicant) for revision of the said energy bill issued to him in the month of Nov 2017. On his request the electric His meter was replaced on 06.03.2018 with the remark faulty meter.

5) Non applicant stated that since the display of the meter was not proper the actual reading could not be taken. Hence bills from March 2017 to Oct. 2017 were issued on average basis with "INACCESS" status to the applicant & bill for Nov. 2017 was issued with meter reading for consumption of 2234 Units for 9 months. This follows that monthly average consumption comes to 248 units to which the applicant objected. Hence to justify consumption of 248 units per month IGRC he compared the monthly average of similar months of previous year i.e. March 2016 to Nov. 2016 to which the applicant did not object & paid the bills without any dispute. As per CPL average of March 2016 to Nov. 2016 was $\frac{14910-12591}{9} = \frac{2319}{9} = 257$ Units which was more than the monthly average of disputed period. The IGRC came to the conclusion that bill of Nov.2017 is as per previous consumption and declined

to grant any relief. We do not find any error in the decision rendered by IGRC.

Hence applicant's request for revision of bill is required to be rejected. IGRC order is just & proper. The relief given by IGRC i.e. 5 interest free installments for making payment of outstanding dues is just and proper in the circumstances of the case the applicant shall comply with this order.

In the result Grievance Application no. 83/2018 stands dismissed, however with no order as to costs.

Sd/- (Mrs. Asmita A. Prabhune) MEMBER(CPO)	Sd/- (Mrs. V.N.Parihar) MEMBER SECRETARY	Sd/- (Arvind J. Rohee) CHAIRPERSON
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NAGPUR

Dt. : 11.09.2018