

CONSUMER GRIEVANCES REDRESSAL FORUM;
MSEDCL NAGPUR (RURAL) ZONE NAGPUR
COMPLAINT NO. 73/2013

Shri Keshav Pandurang Zade
At.Po.Khandala
Tq.Samudrapur
District - Wardha.

Complainant

„VS..

1. Executive Engineer,
MSEDCL,O&M Division,
Hinganghat.
2. Executive Engineer/Nodal Officer,
I. G. R. C., Circle Office,
MSEDCL,Wardha.

Respondents

Applicant represented by 1) Dr.N.N.Behare

Respondents represented by 1) Shri M.S.Vaidhya, Executive Engineer, Hinganghat

CORAM:

Shri Vishnu S. Bute, Chairman.
Adv. Gauri D. Chandrayan, Member
Ms. S. B. Chiwande, Member-Secretary.

JUDGEMENT

(Delivered on this 18th day of September, 2013)

2. Feeling aggrieved and dissatisfied by the order passed by the IGRC Wardha under No.SE/Wardha/Tech/4331 dated 30-07-2013, Shri Keshav Pandurang Zade (hereinafter referred to as, the applicant) has presented this grievance application. The applicant contended that the electricity bills issued by the respondent MSEDCL for the period from April, 2012 to November, 2012 were wrong and faulty. He deposited the amount as per the bills. However thereafter the respondent issued the bill which is on the lower side. The applicant deposited the excess amount. The applicant also claimed compensation for mental harassment. He approached the IGRC Wardha.

His application was dismissed by the aforesaid order. So he presented this grievance application under the provisions of Regulation 6.4 of the MERC (CGRF and E.O.) Regulations 2006.

3. A notice was given to the respondent MSEDCL. The respondent submitted parawise reply to the application under No.EE/O&M/H'ghat/Tech/4532 dated 03-09-2013. The case was fixed for personal hearing on 16-09-2013. Dr. N.N.Behare, authorized representative was present for the applicant. Shri M.S.Vaidya, Executive Engineer, Hinganghat represented the respondent. Both the parties were heard.

4. Dr. Behare, authorized representative contended that the applicant is a domestic consumer. Since 2011 there was a remark on the bills as, " faulty " The applicant applied for change of meter. New meter was installed on 06-03-2012. It is of sr. no.7501985317. Thereafter upto November, 2012 the bills were given on the basis of old meter. During the period April, 2012 to November, 2012 the applicant deposited Rs.710/- towards the electricity charges. In the month of November, 2012 the respondent gave a bill as per new meter. As per the bill total consumption of the 9 months is only 83 units. The total bill is of Rs.420/-. That means the provisional bills of Rs.710/- were wrong and incorrect. The applicant deposited the excess amount. The excess amount may be return back to the applicant. In addition to this compensation of Rs.1000/- may be awarded for mental harassment.

5. Shri Vaidya, Executive Engineer replied for the respondent. He referred to the written reply dated 03-09-2013. Shri Vaidya stated that the applicant made a complaint about the meter. So the meter was changed. The meter was inspected and his

payment was verified. An amount of Rs.147=58 was reduced from the bill of December, 2012. The applicant approached IGRC Wardha. So again his consumption and his payment was verified and the amount of Rs.151=94 was reduced from the bill of July, 2013. In this way the applicant has already been given the credit of Rs.299=52. So the grievance of the applicant is fully redressed. The application may be dismissed.

6. We have perused the record and heard arguments advanced by both the parties. The applicant himself produced the electricity bills of the months August, 2013, October, 2012, March, 2012 and November, 2012. The applicant has not produced any receipt of the payment of the electricity charges. So his statement that he had deposited Rs.710/- has no force. The respondent stated that the applicant has already been given the credit of Rs.299=52. The applicant has not objected the statement. On perusal of the bill of November, 2012 it is seen that the respondent corrected the bill and the amount was reduced.

7. In absence of any documents about the payment of the electricity charges and the statement of the respondent that the applicant has been given due credit of the excess amount, deposited by the applicant, we are opinion that the grievance application fully redressed.

So we pass the following order,

ORDER

- i) Grievance application No.73 of 2013 is hereby dismissed.

ii) No order as to cost..

Sd/-
(Adv.Gauri D.Chandrayan)
MEMBER

Sd/-
(Ms.S.B.Chiwande)
MEMBER SECRETARY

Sd/-
(Vishnu S. Bute)
CHAIRMAN

CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR ZONE NAGPUR
(Nagpur Dtd.18th day of September, 2013)

**CONSUMER GRIEVANCE REDRESSAL FORUM
NAGPUR ZONE (RURAL) M. S. E. D. C. L.**

Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,
NAGPUR – 440013

Email.id- cgrfnz@mahadiscom.in
cgrfnz@gmail.com

(O) 0712- 2022198

NO. CGRF/NZ/

Date :

Certified copy of order dated 18th September,,2013 in Case No.73 / 2013

is enclosed herewith.

Member-Secy/ Exe.Engineer,
C.G.R.F.(NZ)MSEDCL
N A G P U R

To,
Shri Keshav Pandurang Zade, At.Po.Khandala,Tq.Samudrapur, Dist.Wardha

Copy s.w.r.to :-

1. The Chief Engineer(NZ), MSEDCL, Vidyut Bhavan,Katol Road, Nagpur.

Copy f.w.cs.to:

1. The Executive Engineer/Nodal Officer., O&M Circle Office, MSEDCL.Wardha
2. The Executive Engineer,C.C.O&M Dn., MSEDCL, Hinganghat
for information and necessary action.

Address of the Electricity Ombudsman is given as below.

Office of - The Electricity Ombudsman,
12, Srikrupa, Vijay Nagar,
Chhaoni, Nagpur-440 013
0712-2596670