

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

Case No. CGRF(NUZ)/167/2006

Applicant : Shri Navadsingh Awadhnarayansingh
Thakur,
At 107, PTS Quarter,
Chandan nagar,
Nagpur.

Non-applicant : MSEDCL represented by
the Nodal Officer-
Executive Engineer,
Mahal Division, NUZ, MSEDCL,
Nagpur.

Quorum Present : 1) Shri S.D. Jahagirdar,
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.J. Bhargawa
Executive Engineer &
Member Secretary,
Consumer Grievance Redressal
Forum, Nagpur Urban Zone,
Nagpur.

ORDER (Passed on 07.12.2006)

This grievance application has been filed on
17.11.2006 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 non-provision of facility for making payments of his energy bills by cheque.

Before approaching this Forum, the applicant had filed his complaint on 24.08.2006 to the Executive Engineer, (Adm), IGRC MSEDCL, Nagpur on the subject-matter of his grievance. However, no reply, whatsoever, was given to him by the Internal Grievance Redressal Cell. Hence, the present grievance application.

The matter was fixed for hearing on 05.12.2006. On this date, the applicant was not present while the non-applicant was present.

In his previous complaint dated 24.08.2006, the applicant had brought to the notice of the Internal Grievance Redressal Cell that he had requested earlier for allowing him facility to make payment of his energy bills by cheque. He had also approached the Officer-in-charge of Manewada S/stn., MSEDCL, Nagpur requesting him to allow him to make payment by cheque. However, he told the applicant to approach the higher authority for seeking such a permission. He has enclosed copies of his energy bills dated 28.09.2006 and 30.11.2006 in which remarks are appearing to the effect that payment in cash only is allowed and payment by cheque not permissible. His grievance is that the non-applicant is not permitting payment of his energy bills by cheque.

The non-applicant has submitted in his parawise report dated 28.11.2006 that instructions have now been

issued to the I.T. Section not to endorse remark of “No cheques” on the applicant’s energy bill. He has further submitted that such a remark appears on the energy bill of a consumer if and only if, the consumer’s previous cheque is dishonored. He admitted that there is no such case in respect of the present applicant.

He lastly stated that the applicant’s grievance will hereafter not arise in view of instructions dated 24.11.2006 having been given by him to the Joint Director, I.T. Katol Road, MSEDCL, Nagpur.

In the present case, the limited grievance of the applicant is in respect of providing him facility for making payment of his energy bills by cheque. Although it is true that a remark of “No Cheque” was appearing in his energy bills dated 28.09.2006 and 30.11.2006, the Nodal Officer of the non-applicant Company has now made a statement before us to the effect that such a remark will hereafter not appear on the energy bills of the applicant and that there is no problem in allowing the applicant to make his payment by cheque.

In view of the above position, the applicant’s grievance stands resolved.

The grievance application, therefore, stands disposed off accordingly.

Sd/-	Sd/-	Sd/-
(S.J. Bhargawa)	(Smt. Gauri Chandrayan)	(S.D. Jahagirdar)
Member-Secretary	MEMBER	CHAIRMAN
CONSUMER GRIEVANCE REDRESSAL FORUM		
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD’s		
NAGPUR URBAN ZONE, NAGPUR.		