

CONSUMER GRIEVANCES REDRESSAL FORUM;
MSEDCL NAGPUR (RURAL) ZONE NAGPUR
COMPLAINT NO. 525/2012

Shri Suryabhan Harbaji Mahakalkar
At – Dhumankheda,
Po.Waigaon(Gond),
Taluka- 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 Dr.N.N.Behare

Respondents represented by 1) Shri S.M.Vaidya, Executive Engineer, Hinganghat.
2) Shri D.W.Bhakare, Assistant Engineer, Samudrapur

CORAM:

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

JUDGEMENT

(Delivered on 6th day of February, 2013)

The applicant presented this grievance application in schedule 'A' on 10-12-2012. A notice was given to the respondent MSEDCL. The respondent submitted reply under no.EE/O&M/H'gat/Tech/128 dtd.05-01-2013. The case was fixed for personal hearing on 28-01-2013. The applicant was present personally. Dr.N.N.Behare was also present. He represented the case of the applicant Shri M..S.Vaidy Executive Engineer, Hinganghat and Shri D.W Bhakare, Assistant

Engineer were present for the respondent. Both the parties were heard.

It was contended on the half of the applicant that he was given the bills on average basis. The meter was defective. It was stopped. The applicant requested for change of meter many times. Finally the meter was changed on 20-11-2011. Even thereafter the bills were issued without taking the meter reading. The bill dtd.18-10-2012 show the meter no.9000030722. In fact this was old meter number. This show that the bill was issued without taking the meter reading. The bill of Rs.13810=00 issued for the period ending Sept-2012 is illegal and improper.

The respondent stated that the applicant gave a complaint about the defective meter. So it was changed in Nov-2011. The applicant did not pay any amount since 2004. He only deposited Rs.510=00 on 15-06-2010. The bill of Rs.10,020=00 for the period ending March-2012 and of Rs.13,200=00 for the period ending Sept-2012 was given to him. Thereafter the Assistant Engineer Samudrapur corrected the bill. Finally the bill of Rs.13,160=00 given to him is proper.

We have perused the record. We have heard both the parties carefully. The basic demand of the applicant was to change the meter. The meter was changed on or about 20-11-2011. This show it is admitted by the both the parties that the meter was defective. At the time of hearing the respondent could not explain for how much period the meter was not working. The order of IGRC Wardha dtd.03-11-2012 is on record. The applicant stated that he did not receive any communication about the compliance. The order is very clear, it reads -

1½ xlgdkl I dkljr chy fdrh oki jkps fdrh dkyko/kpsfnys; kc |y I foLrj ekfgrh I knj

djkoh

2½ I nj xkgdkpschykph o rdzjph I | fLFkrh ; kcnny ekfgrh I knj djkoh

In view of the aforesaid position, we think if the order of IGRC Wardha is complied, the applicant will get the relief automatically.

So we pass the following order.

ORDER

- 1) The grievance application no.525/2012 is partly allowed.
- 2) The respondent should once again check and verify the meter reading of the newly installed meter so also should correct the bill of old meter as per the provision of Regulation 15.4.1 and inform the applicant accordingly.
- 4) No order as to cost.

Sd/-	Sd/-	Sd/-
<u>MEMBER</u>	<u>MEMBER SECRETARY</u>	<u>CHAIRMAN</u>
<u>CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR ZONE NAGPUR</u>		
<u>(Nagpur Dtd.6th day of February, 2013)</u>		

CONSUMER GRIEVANCE REDRESSAL FORUM
NAGPUR ZONE (RURAL) M. S. E. D. C. L.
Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,
NAGPUR – 440 013
(O) 0712- 2022198

NO. CGRF/NZ/

Date :

Certified copy of order dtd 6th February,2013 in Case No. 525/2012 is enclosed herewith.

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

To,
Shri Suryabhan Harbaji Mahakalkar, At.Dhumankheda, Po.Waigaon(Gond),
Ta.Samudrapur, Dist.Wardha

Copy S.W.R.to :-

1. The Chief Engineer(N. Z.), 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