

CONSUMER GRIEVANCES REDRESSAL FORUM;
MSEDCL NAGPUR (RURAL) ZONE NAGPUR
COMPLAINT NO. 524/2012

Shri Vinayak Bapurao Madavi
At.Lahori, Po.Khandala
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 this 12th day of February, 2013)

1) The applicant presented this grievance application in schedule 'A' on 10-12-2012. His grievance is about defective meter. The notice was issued to the respondent. The case was fixed for hearing on 21-01-2013.

2) Dr. N.N.Behare was present for the applicant. Shri M.S.Vaidya, Executive Engineer and Shri D.W.Bhakare, Assistant Engineer represented the respondent. Both the parties were heard. Dr. N.N.Behare argued that the meter installed at the

residence of applicant was defective. It was running fast. Even then the applicant deposited the amount as per the bills given by the respondent. The meter was changed on 30-05-2012. The applicant is a B.P.L. beneficiary. The representative finally requested that the excess amount deposited by the applicant during the period from May-2011 to March-2012 may be refunded. He may be given a bill as per B.P.L. beneficiary. He may be given a compensation of Rs.5,000=00 for mental harassment.

3) The respondent submitted written reply under no.EE/O&M/H'ghat/Tech/126 dtd.05-01-2013. At the time of hearing Shri M.S.Vaidya, Executive Engineer referred to the written reply. It was further stated that the demands submitted by the applicant are excessive and unjustified. He has not submitted any survey or inspection report in support of his demands.

4) On receipt of the complaint from the applicant, the spot inspection was carried out on 29-08-2012. It was noticed that the meter was running fast by 140%. It was noticed that the meter was defective w.e.f.April-2011. So the consumption of the applicant and the amount deposited by the applicant during the period April-2011 to November-2012 was recalculated and the corrected bill was issued to him.

5) The respondent produced copies of two letters addressed to the applicant

(1) AE/Samudrapur/Rev/1502 dtd.04-10-2012

(2) AE/Samudrapur/Rev/1835 dtd.06-12-2012.

6) We have perused the record. We have heard the arguments advanced by both the parties carefully. The applicant produced the receipts of the amount deposited by him as under:

Bill Date	Bill period	Amount	Date	Receipt No.
10-06-11	28-04-11 to 28-05-11	390.00	30-06-11	0612673
11-07-11	28-05-11 to 25-06-11	220.00	03-08-11	0357653
06-08-11	25-06-11 to 22-07-11	270.00	29-08-11	0831163
30-08-11	22-07-11 to 17-08-11	290.00	14-09-11	0621414
28-09-11	17-08-11 to 17-09-11	670.00	17-10-11	1363332
27-11-11	17-10-11 to 17-11-11	990.00	09-12-11	8476425
23-12-11	17-11-11 to 17-12-11	560.00	09-01-12	8449518
23-01-12	17-12-11 to 17-01-12	630.00	01-02-12	endorsement on bill
26-03-12	17-02-12 to 17-03-12	270.00	04-04-12	2369941

7) The respondent themselves admitted that the meter was defective and they initiated the action under Regulation 15.4 of the MERC (supply code) Regulation 2005. Initially a letter dtd.04-10-2012 was issued and it was informed that the amount of Rs.910=00 is payable by the applicant. Thereafter the respondent issued another letter dtd.06-12-2012 and informed that the amount of Rs.(-) 55=26 is payable by the applicant for the consumption up to November-2012. The applicant has not produced

any cogent documentary evidence to show that the aforesaid demand is wrong or defective.

8) On perusal of the order dtd.03-11-2012 passed by the IGRC Wardha reveal that the IGRC issued directions on two points:

1) The respondent should issue the bill to the applicant as per B.P.L. beneficiary, if admissible. The respondent should verify the payment and the bills as per Regulation 15.4.1.

2) The order of the IGRC should be complied immediately..

In view of the above, if the respondent comply these directions and inform to the applicant the grievance will be redressed automatically.

So we pass the following order.

ORDER

- 1) The grievance application no.524/2012 is partly allowed.
- 2) The respondent should issue the bill to the applicant as per B.P.L. beneficiary, if admissible. The respondent should verify the payment and the bills as per Regulation 15.4.1.
- 3) The order of the IGRC should be complied immediately..
- 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.12th 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 12th February,2013 in Case No. 524/2012 is enclosed herewith.

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

To,
Shri Vinayak Bapurao Madavi, At.Lahori, Po.Khandala, 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