

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM

M. S. ELECTRICITY DISTRIBUTION CO.LTD.

(NAGPUR ZONE - RURAL) NAGPUR.

Application/Case No. CGRF/NZ/Rural/ **28** of 2006

Applicant : Shri Dayaram Potan Wadhai,
At-Paldongri, Post- Karti Bu
Tah-Tiroda, Dist- Gondia.
-- VS --

Non-applicants : 1.Executive Engineer/Nodal Officer,
I.G.R.U., Circle Office,
M.S.E.D.C.L.,Gondia.
2. Executive Engineer,C.C.O&M Dn.,
M.S.E.D.C.L.,Tiroda .

Presence : 1.Shri N.J.Ramteke,Chairman
2.Shri M.G.Deodhar,Member
3.Shri M.S.Shrisat,Member/Secy.

Appearance. : 1. Shri D.P.Wadhai,
Applicant .
3. Shri C.M.Khandalkar,E.E.
For Non-Applicants.

ORDER

(Passed this 16th day of June, 2006)
(Per Shri N.J.Ramteke, CHAIRMAN)

This application in form Schedule 'A' of Regulation 6.4 of the M.E.R.C. (CGRF&O) Regulations, 2006 (hereinafter called the Regulations). Applicant presented this application on 27/4/2006 and present Regulation came into force on publication of the same in the Maharashtra Government Gazzettee on 20/4/2006 and, therefore, the proceedings are under the new Regulations of 2006 .

Applicant channlenged the bill of Rs. 8491.61 . He contended that he made regular payments of the bills till 10/12/1997. After six months he got the bill of Rs. 145 and arrears of Rs. 8346.55. When he paid the total bills how can he get a bill of Rs. 8491.61 after six months ? His electricity line was disconnected on 14/4/2000 at the meter reading 7469. He is ready to make the payment of 409 units (7569-7160=409) . He approached Asstt. Engr. but got no relief. He also approached the I.G.R.C. on 12/9/2005 but got no relief and, therefore, he approached this Forum.

The non-applicants contended in their parawise reply that the matter about bill pertains to 1997 and, therefore, it can not be agitated before this Forum as the present Electricity Act came into force on 10/6/2003. The Regulation framed thereunder are also not applicable in the present case as this matter pertains to 1997. It is seen from the report of the A.E.(Record Page 12-13) that the concerned record about the Applicant is not available in their office. There was also a mistake in identification of the meter number.

At the time of hearing, Shri Khandalkar, E.E. admitted that the bill of Rs. 8491/- was wrongly given to Applicant due to faulty billing system. Applicant was not in fault for payment of electricity bills. Shri Khandalkar submitted before the Forum that a bill under grievance will be cancelled and the revised bill of 409 units will be given to Applicant. Applicant agreed to this submission of Shri Khandalkar and stated that he shall make payment of 409 units as per the prevailing rates between 1997 to 2000. Shri M.G.Deodhar, Hon'ble Member of this Forum, opined that some responsibility should be fixed on the concerned officer as Applicant suffered for six years. However, in view of the mutual understanding between the parties before the Forum, it is not desirable and suitable to give any directions about fixing the responsibility.

In view of above position, the Forum unanimously pass the order as follows:

ORDER

- 1) Application is allowed.
- 2) Non-Applicants are directed to revise the bill under grievance within 15 days from the receipt of this order.
- 3) Non-applicants should give a fresh bill of 409 units. as per the prevailing rates to Applicant.
- 4) Applicant is directed to make the payment of the bill amount within 15 days from the receipt of the revised bill.
- 5) Parties to bear their own cost.

CHAIRMAN

MEMBER

MEMBER-SECY.

CONSUMER GRIEVANCE REDRESSAL FORUM

M.S.E.D.C.L.,NAGPUR ZONE(RURAL)NAGPUR.

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CGRF/NZ/R/ 118

Date:: 23rd June,2006

Certified that this is the true and correct copy of the above order.

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

Copy to:

1. Shri Dayaram Potan Wadhai, At-Paldongri, Post- Karti Bu,Tah-Tiroda, Dist- Gondia.
2. The Chief Engineer,Nagpur Zone (Rural)MSEDCL,Nagpur.
3. The Exe.Engineer/N.O., O&M Circle Office, MSEDCL. Gondia, --
for information and necessary action. .
- 4.The E.E.,C.C.O&M Dn., MSEDCL, Tiroda for information and necessary action.

Address of the Ombudsman is given as below.

Office of - The Ombudsman,
Maharashtra Electricity Regulatory Commission,
606-608, Keshava Building,
Bandra-Kurla complex,
MUMBAI- 400 051

TEL.- 022 - 26592965 (Direct)
022 - 26590339 (Office)