

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

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**Case No. CGRF(NUZ)/009/2009**

Applicants : Shri Vasudeorao Panduranj Satfale  
At plot No. 203, LIG Plot No. 87,  
Devlamethi Amravati Road,  
NAGPUR

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

Quorum Present : 1) Shri S.F. Lanjewar  
Executive Engineer &  
Member Secretary,  
Consumer Grievance Redressal  
Forum, Nagpur Urban Zone,  
Nagpur.

2) Smt. Gauri Chandrayan,  
Member,  
Consumer Grievance Redressal  
Forum,  
Nagpur Urban Zone,  
Nagpur.

**ORDER (Passed on 03.03.2009)**

The present grievance application is filed on 03.02.2009 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 wrong and unjust billing. The MSEDCL should issue the correct energy bills and take action against the persons who has committed the mistake.

The following document's were submitted by the applicant. Letter submitted to MSEDCL office on dated 16.08.06, 08.01.2007 and 10.03.08. The reports were submitted by the non-applicant against letter no. AE/NGPI/268 dated 20.02.2009 and AE/NGPI/T/271 dated 26.02.2009. as per the applicant's say, he has asked to give the correct bill as per rules.

He also alleged that Shri Purushottam Chaware and Shri Chandu Dhobale, these two persons were unauthorized persons and they cut the cable. The cable was damaged and there was no supply to the consumer's premises. He also demanded the cost of cable which he had put in service by his own cost.

The matter was heard on dated 24.02.2009. Both the parties were present.

The applicant's case was presented by his nominated representative one Shri Satphale, while the Executive Engineer Division-II Shri Talewar and Assistant Engineer Shri Wankhede, NRC MSEDCL, Nagpur represented the non-applicant Company.

The applicant was argued and stressing the following points.

- 1) To give correct bill as per report and rules.
- 2) The cable which he has purchased and laid the cost should pay by MSEDCL.
- 3) The action against the unauthorized person should be taken by MSEDCL.

The MSEDCL argued that they were not instructed to any person or the said persons were not authorized persons of MSEDCL. So there is no question of compensation has to pay.

Both the parties were not agreed and not come to the decision. The ultimate solution was came out.

The joint visit of applicant and non-applicant was decided and they should submit the report on the next hearing. The next hearing was fixed on dated 26.02.2009. The points were discussed in the hearing.

- 1) The bill was to be corrected as per MERC Regulation 15.4.1 of three months and bill should be issued immediately.
- 2) The payment should be paid by MSEDCL as per actual cost of cable.
- 3) The old damaged cable should deposit to MSEDCL Office.

The decision were taken with the consent of both the parties.

We are therefore convinced that this is a fit case for awarding compensation (cable cost) to the applicant. Hence we direct the compensation of cable cost (Rs. 1485/- + 200/- labour cost) total of Rs.1685/- (Rs. One Thousand Six Hundred Eighty Five) should be awarded to the applicant.

In view of the applicant's representative's specific and persistent request of taking action against the erring staff (Persons) is

not proper in the perview of this Office. The proper authority (MSEDCL) to take action against the related person.

Regulation 15.4.1 of the MERC (Electricity Supply Code and Other Conditions of Supply) Regulations 2005, in the event of the consumer's meter being found to be defective, the consumer's bill has to be adjusted for a maximum period of three months in accordance with the testing results. Prior to the month in which the dispute has arisen.

The report compliance of this order to this Forum on or before 15.04.2009.

Sd/-  
**(S.F. Lanjewar)**  
Member-Secretary

Sd/-  
**(Smt. Gauri Chandrayan)**  
MEMBER  
CONSUMER GRIEVANCE REDRESSAL FORUM  
**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's**  
**NAGPUR URBAN ZONE, NAGPUR.**

Member-Secretary  
Consumer Grievance Redressal Forum,  
Maharashtra State Electricity Distribution Co.Ltd.,  
Nagpur Urban Zone, NAGPUR