

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

Case No. CGRF(NUZ)/017/2009

Applicant : Shri Pramod Pusharam Ramteke
At plot No. 166, Harijan Colony,
Jaripatka,
NAGPUR.

Non-applicant : MSEDCL through
the Nodal Officer-
Executive Engineer,
Civil Line Division, NUZ,
Nagpur.

Quorum Present : 1) Shri D.K. Chaudhari
Executive Engineer &
Member Secretary,
Consumer Grievance Redressal
Forum, Nagpur Urban Zone,
Nagpur.

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

ORDER (Passed on 08.05.2009)

This grievance application is filed on 26.02.2009 under Regulation 2006 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 here-in-after referred-to-as the said Regulations.

The applicant's complaint is in respect of erroneous and excessive billing done by MSEDCL, during the period from 2006 to October 2007. He has requested to revise the energy bill and take action against MSEDCL and pay compensation as per Electricity Act, 2003.

Before approaching this Forum, the applicant had filed complaint application on 16.10.2008 addressed to the Executive Engineer Civil Line Division, MSEDCL NUZ, Nagpur on the same subject-matter. However, his grievance was not redressed by the non-applicant and hence, the present grievance application.

The matter was heard on 17.03.2009.

The intimation given to the non-applicant by the applicant on dated 16.10.2008 to the Superintending Engineer, NUC, MSEDCL, Nagpur.

The applicant's case was presented by his nominated representative one Shri Sunil Jacob while the Executive Engineer Shri Gandewar presented the non-applicant Company.

The applicant's representative contended that erroneous and excessive energy bills were received by the applicant during the period from 2006 to October 2007. The non-applicant has not solved the problem of energy bill but the same problem has raised by the non-applicant day-by-day.

He strongly urged that the meter no. 276414 installed to the premises is fast and issued excess bill to me. The MSEDCL has replaced the above said meter in the month of February, 2007. The applicant has paid energy bill amount of Rs. 1160/- even after this installed energy meter again found faulty which shows the negligency

of the MSEDCL and issued wrong and excessive energy bill to the applicant. The applicant has added that the MSEDCL has pressurized to pay wrong & excessive energy bill and electricity supply was to the applicant was disconnected without notice and remained disconnected w.e.f. 13.10.2007 to 12.10.2008. On 12.02.2008 the applicant has paid the energy bill amount of Rs. 7000/- for restoration of supply. After payment MSEDCL has reconnected the supply on the same day and replaced the meter no. 523981 in the month of March 2008.

However, while issuing the energy bill the arrears outstanding against me is also included in current bill.

The non-applicant has submitted his parawise report dated 20.03.2009 which is on record. It has been stated in this report and also in the oral submissions before us by the Executive Engineer.

The non-applicant contended that the applicant meter no. 276414 has been replaced on 19.01.2007 and that time final reading was 01818 units. A new meter no. 59012 has installed (replaced) on the same day it shows initial reading was 00002. Accordingly as per the new installed meter energy bill has been issued to the consumer since February, 2007. The consumption utilized by the applicant's upto 03.05.2006 has paid energy bill of Rs. 1160/- on 13.02.2007, after that he has not paid energy bill since 12.02.2007 to 12.02.2008 due to this supply to the applicant has been disconnected on 13.10.2007 by giving 15 days notice as per Electricity Act, 2003. Energy bill of meter no. 59012 of reading 03242 was issued to the applicant. Lastly energy bill was revised and Rs. 5797=32 credited to the applicant. On request of the applicant the installment of Rs. 7000/- against the outstanding arrears of Rs. 15,221/- has issued to the applicant and paid by the

applicant on dated 12.02.2008. On the same day old meter replaced by new meter no. 523981 having initial reading 00001 but the applicant has not paid balance outstanding arrears since 12.02.2008, even though issuing 15 days notice as per E.A, 2003. The applicant was not ready to pay the outstanding arrears amount the supply to his installation has disconnected on 14.12.2008.

We have carefully gone through all the documents produced on record and all submission written and oral made before us by both the parties.

It is seen that as per consumer personal ledger (CPL) the meter no. 276414 was shown faulty from January, 2006 to January, 2007. The said meter replaced on February, 2007 by meter no. 59012. The meter no. 59012 was shown faulty from October, 2007 to February, 2008. Again meter no. 59012 is replaced by new one meter no. 523981.

On the point of applicant's demand for award of compensation, there is no question of causing any loss or suffering or hardship or inconvenience to the applicant for the reason that there is no privity of contract or service between the applicant as a consumer and MSEDCL. Hence, there is no deficiency of service on the part of the non-applicant and question of awarding any compensation does not arise.

In this case, the Forum has come to the conclusion that the non-applicant has directed to carry out the testing of the faulty meters during the period as mentioned in the CPL and issue correct arrears amount to the applicant. If applicant is paid outstanding arrears including current energy bill what may be calculated by MSEDCL as

per the rules & regulation of the Company's the supply to applicant will be restored immediately.

The applicant's grievance application stands disposed of accordingly. Due to some technical problem order is passed on 08.05.2009.

The non-applicant shall carryout this order and report compliance on or before 08.06.2009.

Sd/-
(D.K. Chaudhari)
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