

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

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**Case No. CGRF(NUZ)/018/2009**

Applicant : Shri Dipak Mukundrao Paidalwar  
At Khalashi line,  
Shivmandir Road,  
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 27.02.2009 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 2007 to February 2009. He has requested to revise the energy bill and take action against the MSEDCL and pay compensation as per Electricity Act, 2003.

Before approaching this Forum, the applicant had filed complaint application on 26.02.2009 addressed to the Junior Engineer A.F.O. D/C, 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 26.02.2009 to the Junior Engineer, A.F.O.D/C, 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 2007 to February 2009. 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 erroneous and excessive billing issued by the non-applicant that will be revised and the security deposit is not also shown in the energy bill. The applicant has paid the amount Rs. 1001/- on dated 02.02.1996 towards Rs. 300/- for NSC, Rs. 600/- S.D., Rs. 100/- Other Charges & Rs. 1/- Revenue Stamp.

He has added that for non-payment of energy bill supply to the my premises is disconnected in the month of January & February, 2008, without issuing the notice as per Electricity Act, 2003 i.e. injustice done on my part. Eventhough the non-applicant is issuing energy bill of 155 units in every month.

The applicant has urged that to revised energy bill and pay the compensation and take action against the MSEDCL employee as per the Electricity Act, 2003.

The non-applicant has submitted his parawise report dated 17.03.2009 which is on record. It has been stated in this report and also in the oral submissions before us by the Dy. Executive Engineer.

The non-applicant contended that the applicant has not paid energy bill since May, 2007 to February, 2008. The supply to his premises has been temporarily disconnected in the month of March 2008. As per CPL record the installment against arrears of energy bill Rs. 2000/- and Rs.3000/- had been paid by the applicant on 09.01.2008 and 07.08.2008 respectively. After payment of arrears, the supply to the applicant has been restored as per MSEDCL Rules & Regulations. Thereafter the applicant has not made any payment towards arrears of energy bill. The supply to the applicant has been again temporarily disconnected in the month of December, 2008.

What may be wrong bill issued to the consumer that will be revised as well as security deposit paid by the applicant will be shown in the energy bill.

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) meter reading for the month of April 2008 reading is not shown, May 2008, 155 units, June 2008, 310 Unit, July 2008, 155 units. It is shown in the CPL the applicant has paid arrear amount of Rs. 3000/- on 07.08.2008. It is observed that the applicant has not made any payment after 07.08.2008. Even after issuing the energy bill to the applicant by non-applicant in every month.

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 average bills issued to the applicant from April 2008 to July, 2008 that should be revised as per the MSEDCL Rules because of the supply to the applicant was temporarily disconnected in the month of March 2008. As well as the entry of the security deposit paid by the applicant it should be shown in energy bill and CPL of the consumer.

After payment of amount Rs. 3000/- on dated 07.08.2008 the applicant had not made outstanding arrears including current bill. If the applicant will pay outstanding

arrears and current bill as said above, the supply to his premises will be re-connected 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.