

**Before Maharashtra State Electricity Board's
Consumer Grievance Redressal Forum,
Nagpur Urban Zone, Nagpur**

Case No. CGRF(NUZ)/022/2005

- Applicant : Shri Anand Eknath Dhepe
House No. 5/8 Rambag Colony,
Medical Square, Ajni,
Nagpur.
- Non-Applicant : Executive Engineer,
MSEB Mahal Division, (NUZ)
NAGPUR.
- Quorum Present : 1) Shri S.D. Jahagirdar, IAS (Retd),
Chairman,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.
- 2) Smt. Gouri Chandrayan,
Member,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.

ORDER (Passed on 07.06.2005)

The applicant Shri Dhepe has filed his grievance application in the prescribed schedule "A" before us on 12.05.2005 as per Regulation No. 6.3 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulations, 2003 here-in-after referred-to-as the said Regulations.

The grievance of the applicant is in respect of non-withdrawal of the excessive electricity bill of Rs. 18430/- dated 08.06.2004 issued by the non-applicant which, according to the applicant, is unjust and improper.

The matter was heard by us and both the parties were given adequate opportunity to present their say. Documents produced by both the parties are also perused by us.

After receipt of the grievance application, the non-applicant was asked to submit to this Forum his parawise remarks on the applicant's application in terms of Regulation numbers 6.7 and 6.8 of the said Regulations. Accordingly, the non-applicant submitted his parawise remarks dated 30.05.2005 before this Forum on 06.06.2005. A copy thereof was given to the applicant before the case was taken up for hearing and he was afforded opportunity to offer his say on this parawise report also.

The applicant has contended that he has been paying all the electricity bills issued by the non-applicant from time to time regularly. However, all of a sudden, he received electricity bill for amount of Rs. 18,430/- from the non-applicant in June 2004 in which an arrear amount of Rs.17,695=88 was shown to be recoverable. The applicant approached the MSEB's Sub-Division Office at Manewada, Nagpur on 23.08.2004 and made complaint about this excessive bill. However, he was asked to pay the bill amount and further that threat for disconnecting his electricity

supply was also given to him in the event of non-payment of the electricity bill. Because of this threat the applicant deposited an amount of Rs. 2000/- with the non-applicant on 21.06.2004. The applicant further contended that he had filed his application, being application dated 06.09.2004, addressed to the non-applicant which was duly received by the non-applicant's Office on 08.09.2004 in this respect. He has produced a copy of this application which is among the case papers. He has also produced copies of the following documents alongwith his grievance application.

- 1) Electricity bill dated 04.08.2004 for Rs. 16,960/- showing inclusion of arrear amount of Rs. 16,437/-.
- 2) Electricity bill dated 08.06.2004 for Rs. 18,430/- showing inclusion of arrear amount of Rs. 17,978=38.
- 3) A copy of receipt dated 21.06.2004 showing payment of amount of Rs. 2000/- to MSEB.
- 4) A copy of duplicate bill dated 21.06.2004 for an amount of Rs. 18,430/-.
- 5) Electricity bill dated 04.02.2004 for an amount of Rs. 1430/-.
- 6) Electricity bill dated 09.10.2003 for an amount of Rs. 770/-.
- 7) Electricity bill dated 09.12.2003 for an amount of Rs.1270/-.
- 8) Electricity bill dated 13.08.2003 for an amount of Rs.1650/-.
- 9) A copy of the applicant's application dated 10.12.2004 addressed to the MSEB's Engineer In-charge of

Manewada S/Dn., Nagpur requesting for cancellation of the excessive electricity bill.

Relying on these documents the applicant argued that the electricity bill in question is not only erroneous but the same is also unjust, improper & arbitrary.

The applicant had approached the Internal Grievance Redressal Unit headed by the Executive Engineer, (Adm) in the office of the Chief Engineer, NUZ, MSEB, Nagpur under the said Regulations by filing his application dated 08.12.2004 in the prescribed form "X" which was duly received by this Unit on 08.12.2004 raising there-in the present grievance. However, this Unit did not provide any remedy to the applicant.

The non-applicant has submitted his parawise remarks dated 30.05.2005 in which he has stated that the applicant's excessive electricity bill is already revised and a credit of Rs. 16,951/- is given to the applicant in the billing month of September 2004. As per present status of the Consumer's Personal Ledger (CPL), the applicant-consumer is having a credit of Rs. 1553/- during the billing month of March-2005. The non-applicant admitted before us that an excessive bill was issued to the applicant which is already corrected and that the grievance of the applicant is removed.

We have carefully gone through the entire record of the case, all the documents produced by both the parties and also submissions made by both of them before us.

The electricity meter is in the name of the applicant's father Shri Eknath Sadashiv Dhepe who is since deceased. The case is presented by him as his legal heir.

The applicant's grievance is in respect of the excessive electricity bill of Rs. 18,430/- dated 08.06.2004 issued by the non-applicant. The non-applicant has produced a copy of the Consumer's Personal Ledger pertaining to the applicant for the period from November, 2001 to May, 2005. The CPL shows that the non-applicant has already given a credit of Rs. 16,915=00 in the billing month of September 2004. A credit of Rs. 2000/- is also shown in the Consumer's Personal Ledger for the billing month of July-2004. This is also substantiated from the copy of receipt dated 21.06.2004 produced by the applicant showing payment of Rs. 2000/- to the non-applicant towards the excessive bill of Rs. 18,430/- dated 08.06.2004. The non-applicant has also admitted before us that an excessive electricity bill was issued to the applicant on 08.06.2004. The non-applicant has also given credit to the applicant for Rs.16,951/- in the billing month of September 2004. The mistake committed by the non-applicant is already admitted by him and that this mistake is also duly corrected by him. However, the non-applicant did not inform the applicant about the corrective measures taken by the non-applicant in respect of the applicant's grievance and, therefore, the applicant was in the dark and was unable to know about the action taken to remove his grievance. The non-applicant stated before us in

the applicant's presence that he is having credit of Rs. 1553/- in the billing month of March 2005 as per the present status of Consumer's Personal Ledger and further that once this credit balance comes to zero, the applicant will start getting his electricity bills on bi-monthly basis as per his consumption pattern. The applicant seems to be satisfied about all the above details including the entries in the Consumer's Personal Ledger when disclosed to him.

In the light of above, we come to the conclusion that the applicant did have a genuine grievance in respect of excessive electricity bill issued to him by the non-applicant and that his grievance is already resolved by the non-applicant to the applicant's satisfaction.

Hence, no relief is now required to be given the applicant.

The grievance application is, therefore, disposed off accordingly.

(Smt. Gauri Chandrayan)
MEMBER

(S.D. Jahagirdar)
CHAIRMAN

**M.S.E.B.'S CONSUMER GRIEVANCE REDRESSAL
FORUM, NAGPUR URBAN ZONE, NAGPUR.**