

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

Case No. CGRF(NUZ)/015/2007

Applicant : Shri Prabhakar S. Pochalwar
At 332-N, Akashnagar,
Manewada Ring Road,
NAGPUR.

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

Quorum Present : 1) Shri S.D. Jahagirdar,
Chairman,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.

2) Shri S.J. Bhargawa
Executive Engineer &
Member Secretary,
Consumer Grievance Redressal
Forum, Nagpur Urban Zone,
Nagpur.

ORDER (Passed on 23.03.2007)

The present grievance application is filed on 02.03.2007 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 erroneous energy bill amounting to Rs.1,72,310/- for the month of February, 2007 showing unjust and improper inclusion of arrear amount of Rs.1,51,226=54.

Before approaching this Forum, the applicant had filed his complaint dated 10.10.2006 to the Engineer In-charge, Sutgirni Sub-Division, MSEDCL, Nagpur in respect of inclusion of excessive and erroneous amount of energy bills. However, no remedy, whatsoever, was provided to his grievance and hence, the present grievance application.

The intimation given to the Officer In-charge of Sutgirni Sub-Division of the non-applicant Company is deemed to be the intimation given to the Internal Grievance Redressal Cell (in short the Cell) under the said Regulations and as such, the applicant was not required to approach the Cell again.

The matter was heard on 23.03.2007.

The applicant contended that he had been paying all his energy bill regularly since 2004. The applicant's previous meter, being meter no. 9000140015, came to be inspected in January, 2006 since the meter dial was found to be faulty and that a new meter, being meter no. 22005697 was installed in the place of previous meter. This meter was also changed subsequently in October, 2006 since it had stopped recording consumption and a new meter, being meter no. 9004597519 came to be installed in October, 2006. Although the applicant was paying all his energy bills regularly, his energy bill for the month of May, 2006 showed wrong inclusion of excessive arrear amount of Rs. 1,52,486/-, the gross amount of the energy bill being Rs.1,53,611=45.

The applicant further submitted that the episode of issuing erroneous and excessive energy bills continued further and the applicant's liability of payment of energy bill has wrongly been calculated at Rs.1,72,314/- in the month of February, 2007. According to him, the applicant is liable to pay an arrear amount of Rs. 9,000/- only till the bill for February, 2007.

He lastly prayed that his grievance may be redressed accordingly and appropriate credit given to him.

The non-applicant has stated in his parawise report dated 14.03.2007 that the applicant's liability of payment of arrear amount till the end of February, 2007 has now been revised and according to this revision, the applicant is now liable to pay arrear amount of Rs.9,370=17 only. The applicant was wrongly charged for 29,474 units during the period of 17 months from February, 2005 to July 2006 when, in fact, he was required to be charged only for 2771 units during this period. As such a rebate of Rs.1,41,638=47 has been sanctioned for 26703 units. According to him, the applicant is now liable to pay arrear amount of Rs.9,370=17 only up to February, 2007.

The applicant, during the course of hearing, on receipt of the non-applicant's parawise report, submitted that he is prepared to pay the arrear amount of Rs.9,370=17 as stated by the non-applicant. He is now fully satisfied with the revision of his arrear bill amount.

The non-applicant stated that sanction for the revised arrear amount of Rs.9,370=17 has also been obtained from the Superintending Engineer.

In view of above position, this Forum observes that the applicant's entire grievance is now settled by the non-applicant to his satisfaction.

In the result, the grievance application stands disposed off accordingly.

The non-applicant shall report compliance of this order to this Forum on or before 31.03.2007.

Sd/-
(S.J. Bhargawa)
Member-Secretary

Sd/-
(S.D. Jahagirdar)
CHAIRMAN

**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.**