

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

Case No. CGRF(NUZ)/011/2011

Applicant : Smt. Manda Rajan Gajbhiye
At Plot No. 53, Ambenagar,
Pardi,
NAGPUR.

Non-applicant : MSEDCL represented by
the Nodal Officer-
Gandhibag Division,
Nagpur Urban Zone,
Nagpur.

Quorum Present : 1) Shri. Shivajirao S. Patil
Chairman,

2) Adv. Smt. Gouri Chandrayan,
Member,

3) Smt. Kavita K. Gharat
Member Secretary.

ORDER (Passed on 27.04.2011)

The applicant Smt. M.R. Gajbhiye, Plot No. 53, Ambenagar, Pardi, Nagpur filed the present grievance application on dated 17.03.2011 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 applicant's case in brief is that, the consumer no. is 410017371073. This connection is in existence since 17.07.2009. It is alleged that one Shri. Ingole and two others being employees of MSEDCL demanded her bribe of Rs.3000/-. She refused to pay the amount therefore forcibly illegal bill of Rs.2760/- was given to her. Last date of the bill was 24.11.2010. But prior to that date MSEDCL without any prior notice disconnected her supply on 17.11.2010. On 22.11.2010 She went to the office of CGRF, Nagpur and had shown all bills. The Member of the Forum talked with officer of the MSEDCL on Telephone and her electric supply was reconnected. The concerned employees of MSEDCL issued a bill of Rs.2760/- for the period of 28.11.2010 to 28.12.2010 without taking any reading the her bill should be revised. She suffered from physically and mental harassment, Hence, she filed the present grievance application and claimed following reliefs.

- 1) Her bill should be revised
- 2) Physical & Mental torture should not be given to her by officers of MSEDCL.

The non-applicant resisted case of the applicant by filing reply dated 08.04.2011. It is submitted that many times house of the applicant remains closed and applicant cannot be contacted. However bill of the applicant is already revised and fresh bill issued for the period of September 2009 to December 2010 bill of Rs. 5464/- for

1333/- units is calculated, Out of this amount MSEDCL deducted the amount of Rs. 3600/- deposited by the applicant and therefore revised bill of Rs. 1760/- is issued to the applicant as per letter outward no. 614 dated 08.04.2011. Also explanation is called from concerned agency as to why reading is not taken. In case explanation is not satisfactory MSEDCL may impose penalty of the fine against defaulter.

Forum heard arguments from both the sides and perused the record. It is admitted fact that as per the request of the applicant, her bill is revised by MSEDCL to her satisfaction and calculation comes to Rs. 5464/-. MSEDCL has deducted the amount of payment by applicant to Rs.3600/- from the amount of revised bill and finally bill of Rs.1764/- is issued to the applicant as per the outward no. 614 dated 08.04.2011. Therefore so far as amount of bill is concerned the problem is solved.

However in reply of the non-applicant, it is satisfactory admitted that agency who take the reading is at fault prima-facie and therefore explanation of the concerned agency is called and in case explanation is found unsatisfactory, MSEDCL will take suitable action against the defaulter.

Therefore it is crystal clear that reading is not taken as per the MERC, Supply Code Regulation 14.3 This has caused lots of suffering to the applicant. Therefore

applicant is entitled for compensation for mental torture caused by not taking reading of consumer's meter on time and Regularly. Considered entries of CPL, Forum is considered opinion that it is necessary to give compensation of Rs.1000/- in lumsum from MSEDCL to the applicant for physical & mental torture about not taking the reading timely and Regularly. Therefore Forum proceed to pass the following order.

ORDER

The grievance application is partly allowed.

- 1) The non-applicant is hereby directed to pay compensation of Rs.1000/- to the applicant.
- 2) The non-applicant is hereby directed to comply this order of the Forum on or before 31.05.2011.

Sd/- (Smt.K.K.Gharat) MEMBER SECRETARY	Sd/- (Adv.Smt.GauriChandrayan) MEMBER	Sd/- (ShriShivajirao S.Patil) CHAIRMAN
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Member-Secretary
Maharashtra State Electricity Distribution Co. Ltd.'s
Consumer Grievance Redressal Forum,
Nagpur Urban Zone, Nagpur