

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

Case No. CGRF(NUZ)/020/2009

Applicant : Smt. Mehrunnissa Begum MajidKhan
Thr. His Son Mr. Jamilkhan
At Khalashi Line, Opp. Shiv Mandir,
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 26.05.2009)

This grievance application is filed on 21.03.2009 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 complaint is in respect of refund of cost single phase meter and issue a correct bill to the applicant and take action against MSEDCL employees and pay compensation of Rs.5000/-.

Before approaching this Forum, the applicant had filed his complaint on the same subject matter in Internal Grievance Redressal Cell (in short the Cell) on dated 13.03.2009. However, his grievance was not redressed by the Internal Grievance Redressal Cell and hence, the present grievance application.

The matter was heard on 15.04.2009.

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 the applicant is consumer of MSEDCL having connection no. 410013270639 for refund of cost of single phase meter and issue correct bill to the applicant.

He strongly contended that the behavior of the applicant with the consumer is not satisfactorily and not given any proper reply to the consumer. The electric meter is burned on 22.12.2008 in night. However the non-applicant has not replaced the applicant's meter. The non-applicant was said to pay Rs. 700/- towards cost of energy meter for replacement. Without paying of Rs.700/- burned meter will not be replaced by new meter in the consumer premises. After paying Rs.700/- new energy meter is installed by the non-applicant on dated 23.12.2008, the non-applicant has issued a energy bill of 187 unit for burning meter which is wrong.

The non-applicant has submitted his parawise report dated 06.04.2009 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's meter no. 336039 has burned on 22.12.2008 therefore demand note of amounting Rs. 700/- has been issued to the applicant. as per MERC Supply Code Regulation 14.2.3 of 2006. The applicant has paid the demand note of amounting Rs.700/- on 23.12.2008 and replaced the burned meter by new meter on the same day. The non-applicant is also contended that due to burning of energy meter, meter reading is not shown by the old meter, average meter reading adjusted 70 unit as per office record. However, I.T. has been taken average billing unit 187 (as per CPL record) instead of 70 unit. The non-applicant has agreed to issue energy bill of 70 units and bill will be issued accordingly.

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

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 previty 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.

The Forum has come to conclusion that the demand issued for burned meter cost of amounting Rs.700/- is correct and energy bills are issued by the non-applicant to the applicant are also correct.

The applicant's grievance application stands disposed of accordingly.

The non-applicant shall carryout this order and report compliance on or before 31.07.2009.

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.