

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

Case No. CGRF(NUZ)/022/2009

Applicant : Sau. Lilabai Nathuji Akhare
Plot No. 512,
Hivari Layout
NAGPUR.

Non-applicant : MSEDCL through
the Nodal Officer-
Executive Engineer,
Mahal 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 27.05.2009)

This grievance application is filed on 31.03.2009 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 erroneous and excessive billing done by MSEDCL, during the period from 1997 to December 2008. He has requested to revise the energy bill and give natural justice in this matter. Before approaching this Forum, the applicant had filed his complaint application on 28.01.2009 to Internal Grievance Redressal Cell (in short, the Cell). However, the applicant has not received any order from Internal Grievance Redressal Cell, hence the present grievance application.

The matter was heard on 17.04.2009.

The applicant contended that the applicant is regularly paying energy bill issued by the non-applicant. However, on dated 20.01.2009 the applicant is received outstanding arrears bill (wrong bill). Thereafter the non-applicant said that for non-payment of outstanding arrears bill the supply to the applicant will be disconnected. For non-payment of above said arrears supply to applicant has been disconnected on 02.02.2009 at evening time without giving any notice to the applicant as per Electricity Act, 2003 which is un-justice on the part of the applicant.

However, the applicant has paid energy bill charges Rs.5,000/- on 05.02.2009 and again paid Rs.5000/- on 12.02.2009. The applicant has paid Rs.560/- on 31.03.2009 against the bill for the month of February, 2009.

The applicant lastly prayed that to issue correct bill as per Electricity Act, 2003.

The non-applicant has submitted his parawise report on dated 17.04.2009 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 meter no. 64650 was installed in the premises of Sau. Lilabai Nathuji Akhare. The said meter has been replaced in the month of August, 1997 and newly installed meter number 954228 as per request of the applicant. The applicant has paid average energy bill December, 1997 to October, 2008 but applicant has not asked any average energy bill during above said period. The non-applicant inspected the spot of the applicant on 16.12.2008 and found that the meter number 954228 installed to the applicant's premises showing 22378 units consumed by the applicant. The bill of the above said units is of Rs.68,271=64 and applicant paid energy bill Rs. 20,140=06 for units 7570. Balance outstanding arrears Rs.48,150/- has not paid by the applicant till today. Demand of Rs. 48,150/- has been issued to the applicant on dated 24.12.2008 and also written the letter to the applicant vide letter no. 2707 dated 23.12.2008. In which the non-applicant stated that to pay the arrears amount in Rs. 48,150/- otherwise supply to the applicant will be disconnected.

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

In this case, the Forum has come to the conclusion that to revise energy bill as per Electricity Act, 2003 Regulation 56.2 and directed to the non-applicant to issue the correct bill to the applicant.

The applicant's grievance application is allowed.

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

(D.K. Chaudhari)

Member-Secretary

(Smt. Gauri Chandrayan)

MEMBER

**CONSUMER GRIEVANCE REDRESSAL FORUM
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's
NAGPUR URBAN ZONE, NAGPUR.**