

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

Case No. CGRF(NUZ)/028/2008

Applicant : Shri V.N. Wanjari
Juni Mangalwari,
Jaganath Swami Chowk,
Bagadganj, Nagpur in person and also
through nominated
Representative Shri D.D.Dave.

Non-applicant : MSEDCL represented by
the Dy. Executive Engineer,
Shri Dekate
Gandhibag Division, NUZ,
Nagpur.

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

2) Smt. Gouri Chandrayan,
Member,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.

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

ORDER (Passed on 05.05.2008)

The present grievance application is filed on
16.04.2008 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 and wrong assessment amount of Rs.16,246/- billed to the applicant in his energy bill in the billing month of February 2008.

Before approaching this Forum, the applicant had approached the Internal Grievance Redressal Cell (in short, the Cell) under the said Regulations by filing his complaint on the same subject-matter on 24.03.2008. The Cell, upon enquiry and hearing, informed the applicant by its letter, being letter no. 2156 dated 04.04.2008, that the applicant's meter was checked under meter testing campaign on 26.07.2007 and upon inspection, it was found that the meter was running slow by 75% due to burning of the meter coil. The Cell further informed the applicant that the assessment of Rs.16,246/- done by the non-applicant as per Section 126 of the Electricity Act, 2003 was correct and it needs no revision. It is against this order of the Cell that the applicant filed this grievance application.

The matter was heard on 05.05.2008 when both the parties were present.

The non-applicant has submitted his parawise report dated 02.05.2008 in which he has stated that the applicant's grievance has since been redressed to his satisfaction and in that, the assessment bill of Rs.16,246/- has been revoked and in its place, as per MERC's Regulations, a revised bill for Rs.6,101/- has been issued and the applicant

has also paid this amount. He further clarified that the applicant has been charged only for a period three months in terms of the MERC's Regulations. He added that the applicant has also given an application in writing under his hand on 25.03.2008 to the effect that the applicant has now no complaint in view of revision of his bill to his satisfaction and that he wants to withdraw the complaint.

When asked in person, the applicant admitted that he did submit application addressed to the non-applicant stating that he has now no grievance in respect of the present subject matter. He also admitted before us that his grievance is redressed and he has also paid the revised amount of Rs.6,101/- on 25.03.2008.

Since the applicant's grievance is redressed by the non-applicant to his satisfaction and since the applicant himself stated before us that his complaint stands redressed to his satisfaction and he wants to withdraw the application, nothing survives now in the matter before us.

It is not understood as to how the Cell has passed the impugned order-cum-communication on 04.04.2008 when the disputed bill was already revised to Rs.6,101/- and also paid by the applicant on 25.03.2008.

The Forum observes that had the non-applicant redressed the applicant's grievance in initial stages immediately after he received the applicant's complaint, multiplicity of litigation could have been avoided. Hence, we direct the non-applicant to be diligent in redressing the consumer's rightful grievances at initial stages.

With the above observations, the grievance application stands disposed of accordingly.

Sd/-	Sd/-	Sd/-
(S.J. Bhargawa)	(Smt. Gauri Chandrayan)	(S.D. Jahagirdar)
Member-Secretary	MEMBER	CHAIRMAN

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