

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

Case No. CGRF(NUZ)/026/2009

Applicant : Smt. Rouet Merry John
Through his Son
Mr. William John
At Marium Nagar,
In front on Tar Office,
Nagpur.

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

Quorum Present : 1) Shri S.F. Lanjewar
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 25.06.2009)

This grievance application has been filed on 28.04.2009 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 grievance of the applicant is in respect of correction of energy bill & compensation of mental harassment of Rs. 10,000/-.

The MSEDCL issued the bills to the consumer which were wrong & excessive. He also alleged that MSEDCL send notices and give a threat thrice.

The applicant had given the letter dated 16.10.2008 for correction of bills. Similarly she has again written a letter dated 13.01.2009 for correction of bill. But it was not corrected.

The following documents attached.

- 1) Letter on dated 24.04.2009.
- 2) Letter on dated 13.01.2009.
- 3) Letter on dated 16.10.2008.
- 4) Notice issued by MSEDCL 14.02.2009, 31.12.2008, 02.06.2008.
- 5) Energy bill for the month of April 2009 March 2009 pay slip of Rs.1000/- bill of August 2008 payment slip of Rs.2000/- bill of September, 2009 August 2008.

The matter was heard on 07.05.2009, 05.06.2009 & 12.06.2009.

Both the parties were present for hearing. The applicant is case was presented by his nominated representative one Shri Sunil Jacob while the non-applicant's case was presented by Executive Engineer Civil Line Division MSEDCL NUZ Nagpur.

The non-applicant submitted his parawise report on dated 29.05.2009 mentioning that they have rectified the bill of April 2009 to

August 2009. The amount of Rs. 26,636=81 was cancelled and corrected bill of Rs. 1529=41 had issued to consumer. They have submitted the calculation sheet of the above calculations.

The applicant's representative argued that during the hearing the applicant had given frequent notices & threaten of disconnection. He also alleged that there was mental harassment given by MSEDCL staff. For that he demanded the compensation. He also requested to issue a correct bill.

Shri S.R. Gandhewar E.E. Civil Line MSEDCL, agreed that there was mistake occurred in the bill but it was rectified and the corrected bill was issued to the consumer. He has also agreed that there will be no threat to the consumer, in future.

He had submitted the calculation sheet and CPL during the hearing.

Both the parties accepted the mistake.

It is therefore the Forum had find out the following facts & given a decision.

Decision

- 1) The bill should be issued to consumer as per actual reading of consumption.
- 2) There should not be any harassment to the consumer again.
- 3) No compensation will be given to the applicant.

In view of above, the applicant's grievance application is partly allowed and the same stands disposed of in terms of this order.

The non-applicant shall carry out this order & report compliance to this Forum on or before 31.07.2009.

Sd/-
(S.F. Lanjewar)
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.