

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

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**Case No. CGRF(NUZ)/027/2009**

Applicant : Shri Fazil Nawab Khan  
Through Sukhabir Singh Dhody  
303, Utkarsh Nirman,  
Mangalwari, Sadar,  
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 wrong billing since last year and he requested to correct the energy bill.

The consumer Shri Fazil Nawab Khan had filed his case through his representative Shri Sunil Jacob dated 28.04.2009. He sought the following relief.

- 1) The natural justice and compensation of Rs. 10,000/- and correction of bill.

The consumer had submitted the written application on date 28.04.2009. He had stated in his application there was no correct reading taken by the MSEDCL staff. The reading was faulty & RNA. He was also issued the provisional bills frequently.

He had submitted the application to MSEDCL on dated 06.02.2009, 26.12.2008, 18.03.2009 & 25.04.2009 with requested for rectification of energy bills.

He has also attached the notice dated 3<sup>rd</sup> November, 2008 and copies of energy bills as the supporting documents.

The MSEDCL had submitted his written statement Dy.EE/MRS/Rev/1176 dated 19.05.2009 in which they have stated that the energy bill for the month of November 2008 to January, 2009 was 1828 unit of Rs.9750=22 is cancelled & revised 1053 units bill of Rs. 4142=02 was issued. Similarly Rs.5608=20 also deducted from the March 2009 till vide Memo No. 5256 dated 20.03.2009.

It is also stressed that the bill for the month of February 2009 to March 2009 for two months 1416 of Rs. 8253 units is withdrawn. Revised bill of unit 819 unit of Rs. 3856=94 is issued. The credit was given in the month of April 2009 of Rs. 4395=13.

Both the parties were present at the time of hearing on 07.05.2009, 05.06.2009 & 12.06.2009 Shri Sunil Jacob representative represented consumer's side and Nodal Officer Shri S.R. Gandhewar Executive Engineer Civil Line Division NUZ, MSEDCL was represented MSEDCL.

The consumer had alleged during hearing, that the bills were issued wrongly and no rectification was done by MSEDCL staff. In spite of continuous follow-up. The consumer had to face mental harassment & wanted natural justice.

He also argued that the bill should be issued correctly and as per readings. The non-applicant had pleaded the case and replied. It was agreed that there was bills issued, but the same were rectified and credit of units were given in the bills and correct bills were issued to consumer.

He also agreed that no threaten of disconnection will be given to consumer in such cases.

He had submitted the calculation sheet & CPL as a supporting documents which was put-up & shown to consumer also.

By hearing both the parties and the documents were submitted and documents available with case. The final decision has taken by the Forum.

#### Decision

- 1) The correct bill should be issued to consumer within 7 days.
- 2) No compensation will be paid to consumer.

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/-  
(Smt. Gauri Chandrayan)  
MEMBER

Sd/-  
(S.F. Lanjewar )  
Member-Secretary

**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.