

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

Case No. CGRF(NUZ)/028/2007

Applicant : Shri Vishwas Atmaram Kshirsagar
At 73 A+B, Sanmargnagar No. 2,
Hudkeshwar,
NAGPUR.

Non-applicant : MSEDCL represented by
the Nodal Officer-
Executive Engineer,
Mahal 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 15.06.2007)

The present grievance application has been filed on
16.05.2007 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 and excessive electricity bill dated 06.03.2007 issued to the applicant for the period from 08.02.2007 to 07.03.2007. His grievance is also in respect of erroneous recovery of meter cost of Rs. 1000/- recovered twice from him.

Before approaching this Forum, the applicant had filed his complaint on the same subject-matter before the Internal Grievance Redressal Cell (in short the Cell) by his complaint dated 17.03.2007. The Cell, upon enquiry and hearing, informed the applicant by its letter, being letter no. 2728, dated 14.04.2007 that the applicant's grievance has been redressed by correcting erroneous bill amount of Rs.12,070/-. This bill has been revised by considering the applicant's current reading for the month of March, 2007 as 5490 units instead of 7492 and a revised bill issued to the applicant. He was also informed that the erroneous recovery of meter cost of Rs.1000/- effected second time in his bill has also been withdrawn.

The applicant was not satisfied with the remedy provided by the Cell and hence, the present grievance application.

The matter was heard on 02.06.2007 & 12.06.2007.

The applicant's contention is that he received his energy bill for the period from 02.12.2005 to 01.12.2006 for 218 units. Thereafter, energy bills were not issued to him because the meter reader did not take readings thereafter. The meter reader visited his premises after 15 months and recorded his meter reading as 7669 units

on 10.04.2007. Thus, he ought to have been billed for 2294 units during the period of 15 months from 01.02.2006 to 10.04.2007 @ 153 units per month on an average. However, an excess and erroneous energy bill of Rs.12,070/- was issued on 06.03.2007 indicating therein that the applicant's consumption was of 2041 units in one month only. Thereupon, he filed his complaint before the Cell for revising his energy bill. However, satisfactory remedy was not provided by the Cell and hence, the present grievance application.

He prayed that his grievance may be removed.

The non-applicant has submitted his parawise report dated 30.05.2007. His submission is that the applicant has consumed 2294 units during the period from February, 2006 to April 2007. The applicant's premises were found to be locked and hence, energy bills on average basis were issued. Excess energy bill amounts of Rs.4312=23 and Rs.3134=52 were also withdrawn from recovery in December, 2006 and April 2006 respectively. The applicant was also given slab benefit. The meter cost of Rs.1000/- recovered second time from the applicant was also refunded to him in his revised energy bill. The applicant has to pay amount of Rs.8635.27 as per revised calculations for this period.

During the course of hearing, the applicant contended that amount of Rs.800, Rs.900 and Rs.285 were paid respectively on 03.06.2006, 07.06.2006 and 30.04.2007 and that these amounts have not been accounted for by the non-applicant while arriving at the amount payable by him. The non-applicant admitted that the amounts paid by the applicant as aforesaid were not taken into consideration while calculating the net amount payable by him. He, therefore, stated that the applicant is now liable to pay revised amount of Rs.7450=27

instead of Rs. 8635=27 for consumption of 2294 units during the period from February 2006 to April 2007. The applicant seems to be satisfied with the quantum of aforesaid revised amount payable by him. He has shown his willingness to pay this amount of Rs.7450=27. He, however, urged that interest may be paid to him on the amount of Rs.1000/- recovered from him towards the meter cost. The applicant's request, being genuine, deserves to be accepted.

We, therefore, direct the non-applicant to calculate the amount of interest payable to the applicant on the erroneous recovery of Rs.1000/- towards meter cost. Appropriate credit equivalent to this amount of interest should be given to the applicant. Accordingly, a revised bill shall be issued to the applicant in terms of this order as agreed to by both the parties including amount of interest payable to the applicant as aforesaid.

The applicant's grievance application is thus allowed and stands disposed off 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.		