

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

Case No. CGRF(NUZ)/034/2008

- Applicant : Shri Baliram Vitthalrao Ghode
Plot No. 7, Dhangarpura,
Tatya Tope Nagar,
West High Court Road,
NAGPUR.
- Non-applicant : MSEDCL represented by
the Nodal Officer-
Executive Engineer,
Congressnagar Division, NUZ,
Nagpur.
- Quorum Present : 1) Shri S.D. Jahagirdar,
Chairman,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.
- 2) Smt. Gauri 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 30.06.2008)

This grievance application is filed on 13.06.2008 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 billing in the months of February, March 2008.

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) vide his complaint dated 12.03.2008. The Cell, upon enquiry, informed the applicant by its letter, being letter no. 3383 dated 02.06.2008, that a mention about change of meter was wrongly indicated by the non-applicant in the billing month of February 2008 and consequently, erroneous energy bill came to be issued. This mistake has since been corrected in March 2008 and a revised bill is accordingly issued to him. The Cell, therefore, requested the applicant to make payment of the revised bill amount.

The applicant is not satisfied with the decision of the Cell and hence, the present grievance application.

The matter was heard on 30.06.2008.

The applicant contended that he has regularly paid all his energy bills issued by the non-applicant from time to time. The last such bill paid by him pertains to the period from 06.12.2007 to 02.01.2008 for 131 units for Rs. 410/-. There was no complaint from his side till the payment of this bill. However, the subsequent energy bill dated 23.02.2008 issued by the non-applicant indicated the same quantum of previous and current reading of his meter which is 336

units as per the bills. He pointed out that the duration of this bill is also shown to be 01.02.2008 to 02.02.2008 i.e. only for one day. Besides, although the same previous and current reading of 336 is shown in this bill, the photo meter reading is showing reading of 328 units. Hence, he stressed that the energy bill dated 23.02.2008 is not only erroneous but it is also unjust and improper. He protested that consumption of 69 units shown in this bill despite the aforementioned glaring contradictions is not acceptable to him. He further stated that no energy bill has been issued for the billing month of March 2008. The billing month of April 2008 indicates previous reading of 390 units and current reading as 490 units. According to him, the revision of bill done by the non-applicant is wrong and that the credit given to him as per the non-applicant's parawise report is also not acceptable to him. According to him, his consumption during the billing months of January to February 2008 as revealed by photo meter reading recorded in his energy bill on 23.02.2008 comes to $(328-205=)$ 123 units only. As against this, he has been charged wrongly for $131+69 = 200$ units in the billing month of January and February 2008. This, according to him, has resulted in miscarriage of justice.

He further stated that he has consumed a total of 185 units during the billing months of January, February and March 2008 and as against this, he has made payment for 200 units as per energy bills dated 25.01.2008 and 23.02.2008. He has, therefore, requested to revise his energy bills appropriately and to give appropriate credit to him.

The non-applicant in his parawise report dated 26.06.2008 has submitted that the applicant has already paid bill amount of

Rs.410/- as per energy bill dated 25.01.2008 for 131 units and hence, he cannot complain about this bill. He admitted that the applicant's subsequent energy bill for the billing month of February 2008 was erroneous in as much as the current reading in this bill was wrongly shown as 336 units as against the photo meter reading of 328. Because of this mistake, his computer generated energy bill reflected consumption of 69 units based on his average consumption. When the applicant's complaint in respect of energy bill for the billing month of February 2008 was received in office, his energy bill for the billing month of March 2008 was already issued. Since the applicant's previous reading in the billing month of April 2008 was 390, it was concluded that the applicant's current reading for the billing month of March 2008 was 390. Accordingly, the applicant's complaint was redressed by revising his bill after considering current reading of 390 in the billing month of March 2008 and previous reading of 205 units as per energy bill dated 23.02.2008 for the billing month January 2008 and also after taking into account his consumption of 131 units in January 2008 and of 54 units in the months of February & March, 2008. The payment made by him was also considered and a credit bill for Rs.(-1.03) for March 2008 was issued. He, therefore, pleaded that the applicant's grievance is already redressed correctly.

It is an admitted position that a wrong energy bill was issued for the billing month of February 2008. This is clear from the fact that as per photo meter reading, the current reading of the applicant's meter was 328 units while the applicant's energy bill wrongly indicated the same previous and current reading of 336 units. Hence, it will be in the fitness of things to conclude that the applicant's

current reading for the month of February 2008 was 328. It is also an admitted position that the applicant's meter's previous reading in the billing month of January 2008 was 205 units. Further, it is also not disputed that in the billing month of April 2008, previous reading of 390 Units is shown. This was the current reading in the billing month of March 2008. Hence, it has to be concluded that the applicant's consumption was of $390-205=185$ units in the billing months of January, February and March 2008. As against this admitted position, the applicant has already paid charges for $131+69=200$ units. Hence, it is clear that the applicant is entitled to get credit for $200-185=15$ units. In view of this position, both the parties agreed for revising the applicant's bill accordingly.

In the light of above, we direct the non-applicant to revise the applicant's bill accordingly.

The applicant's grievance application is thus allowed and it stands disposed of accordingly.

The non-applicant shall carry out this order and report compliance to this Forum on or before 31.07.2008.

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.		

Member-Secretary
Consumer Grievance Redressal Forum,
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