

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

Case No. CGRF(NUZ)/037/2009

Applicant : Smt. Nimbibai B. Marodiya
At Main Road,
Panchwati, Katol,
NAGPUR.

Non-applicant : MSEDCL represented by
the Nodal Officer-
Executive Engineer,
Katol 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 14.08.2009)

The present grievance application has been filed on dated 15.06.2009 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 Refund of amount Rs. 4800/- under “कृषी स्वाभिमान योजना” .

Before approaching this Forum, the applicant had filed her complaint, to the Internal Grievance Redressal Cell, NRC, MSEDCL, Nagpur on dated 05.02.2009. However, no remedy, whatsoever, was provided to his grievance by the Executive Engineer (Adm).

The matter was heard on 01.07.2009.

The applicant's case was presented by nominated representative her Son, one Shri Ramdas Barku Murodia,

The applicant's contention is that the payment under “कृषी स्वाभिमान योजना” shall be return amount of Rs.4800/-

He also submitted the written application with thumb impression on dated 08.06.2009 in which he has mentioned the following details.

- 1) Her consumer no. 426160281189.
- 2) She has paid the amount of Rs.4800/- on dated 23.10.2007 under “कृषी स्वाभिमान योजना”.
- 3) She had informed to Assistant Engineer, Katol for returning of payment but she did not receive the payment.
- 4) She requested to return the payment of Rs.4800/- with interest.

She also submitted the letter which was written to A.E. Katol on dated 26.12.2007 as a supporting documents and paper cutting published by MSEDCL.

The non-applicant has submitted his parawise report on dated 30.06.2009 in which he clarified the following points.

- 1) Smt. Nimbibai Barkuji Murodiya had paid Rs. 4800/- on dated 23.10.2007 for extension of load.
- 2) The application for returning of payment was received on dated 26.12.2007. There was no any previous application or any demand by applicant. Hence it was not considered.
- 3) The agricultural supply was given on metered basis. But due to mistake it was shown horse power tariff, hence the amount was wrongly taken from consumer.
- 4) As per procedure the amount was due for refundable in the month of June, 2008.
- 5) He also replied that nobody was approached from consumers side for refund of amount.
- 6) The non-applicant agreed, that the request of refund of money is correct and it will be refundable.

He also further replied that the demand of refund of amount of applicant is correct and he is ready to refund the amount. As per letter no. 919 on dated 30.06.2009.

We have carefully gone through all the documents produced on record and all submissions, written and oral made before us by both the parties.

The Forum has come to final decision.

The amount of Rs. 4800/- is to be refunded to the applicant within one month.

The applicant's grievance application is partly allowed.

The non-applicant shall carryout this order and report compliance to this Forum on or before 24.09.2009.

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.