

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

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**Case No. CGRF(NUZ)/064/2008**

Applicant : Late Shri Gendbaji Shende  
Through Ashish G. Shende  
Plot No. 483, New Nandanwan Layout,  
NAGPUR.

Non-applicant : MSEDCL represented by  
the Nodal Officer-  
Executive Engineer,  
Mahal Division, NUC,  
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 29.01.2009)**

The grievance is filed on dated 12.12.2008 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 non-issuing of correct energy bill to him. The applicant has demanded

compensation towards harassment caused to him due to issuing of a wrong bill and forcing for payment of arrears payment of energy bill.

Before approaching this Forum, the applicant had approached to Executive Engineer, Mahal Division, with a request for correction of bill. He has also written in his application that the bill shows credit in the complete one year.

Accordingly in March 2007, the non-applicant had issued a bill vide letter no. 4641 dated 17.03.2007 and asked to consumer to pay the bill.

He also stated that every time the MSEDCL officials told him that the arrears is outstanding in the bill.

He had asked the information under R.T.I. Act, 2005 on Dated 07.10.2008 In this application he asked that the amount shown in CPL in the month of September 2008 of Rs.3130/- credit in his account. But the MSEDCL official shown Rs.4316=72 outstanding. This is not correct which is confusing.

MSEDCL is doing this harassment to the consumer repeatedly.

The non-applicant has given the written reply vide letter no. 7061 Dated 31.12.2008. In the reply Executive Engineer Mahal has stated that the consumer has to pay Rs.7130/- the energy bill & the same they have informed to him vide letter no. 4641 dated 17.03.2007.

The applicant was given the reply under RTI Act, 2005 by Dy. E.E. Nandanwan S/Dn., vide letter no. 2254 dated 07.10.2008 and he explained the billing position in details.

The consumer is also informed by Consumer Grievance Redressal Forum NUZ, vide order No. 55 Dated 03.03.2006. It is stated

that Rs. 54,799.35 & Rs.9550/- credit to be given towards already paid amount. In this arrears amount of Rs.54,799.35 a interest of Rs.7175.03 is already considered and again consumer has given credit of interest in the month of April 2006. Hence, double credit towards interest passed in to consumer bill, which is withdrawn and it is reflected in the month of November, 2008 in the CPL.

Now the consumer has to pay Rs.4830/- in the billing month of November, 2008 and the bill is correct which he had issued.

The matter was heard on 13.01.2009.

The applicant's case was presented by himself, while Executive Engineer Mahal Division and Dy.E.E. Nandanwan S/Dn., MSEDCL, Nagpur represented the non-applicant Company.

The applicant contented that he is not agree with the MSEDCL's bill which was issued to him, and he requested to correct the bill as per procedure. The applicant also agreed to pay the correct amount of bill. He also alleged that every time he had been asked for payment of bill of different amount for which he is not agree & there is a harassment giving by the MSEDCL authority.

The non-applicant was not in a position to turn up their view, to revise the bill and said that whatever the bill was issued it was correct and the consumer has to pay the bill.

But after arguing & discussion by both the side, both the parties had requested to again verify the record and try to understand the matter and the same is to informed to Consumer Grievance Redressal Forum Office within a short period.

Accordingly both the parties had settled the matter and agreed mutually on dated 29.12.2008. They have submitted the joint

pursis. The arrears bill of November, 2008 was Rs. 5010/-. The interest amount of Rs.1000/- will be less. The applicant has to pay final amount of Rs. 4010/- of energy bill.

The case is settled. The applicant & non-applicant shall carry out this order and report compliance to this Forum on or before 10.02.2009.

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.