

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

Case No. CGRF(NUZ)/045/2009

Applicant : Shri Narendra Krishna Bagade
At 28, Moudekar Layout,
CMPDI (NCL) Juna Jaripatka
NAGPUR.

Non-applicant : MSEDCL through
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 17.09.2009)

This grievance application has been filed on 18.07.2009 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 applicant's complaint is in respect of 1) The meter was not shifted properly by agency. 2) The excess bill made of 6 months (June to November, 2008) 3) Meter was changed for testing but the problem was not solved and even the faulty wiring was not repaired.

He has sought the following relief's as under.

- 1) Excess bills rectification.
- 2) Return the amount for shifting and meter testing.

1) The applicant contended that the excess reading of consumer no. 410012148741 having meter no. 9000067287. The consumption for the month of January, 2008, 94 units February 77 units, March 78 units April 110 units & May 113 units.

2) He had also complained that he had repaired his wiring from private contractor & he had paid the payment for that.

3) He had added in his statement that he had received the excess reading bill of 261 units in the month of June 2008 and in 1st July 189 units. In this he had received the excess bills.

4) He had also added that due to faulty wiring his consumption was excess.

He had submitted the following documents in the support of his submission.

- a) The applicant's grievance application on dated 26.08.2008
- b) The applicant's grievance application on dated 25.04.2008
- c) The applicant's grievance application on dated 04.09.2008

d) The applicant's grievance application on dated 25.11.2008

e) The meter testing report meter no. 67287

The non-applicant had submitted his written reply on dated 18.05.2009.

He had replied that the applicant had requested to shift meter no. 900173857. Accordingly the demand note of Rs. 151/- was given. After the spot inspection the applicant was informed to install main-switch & board at new place. But the applicant did not fix the main switch & board. Hence the meter was not shifted. But after words the applicant had shifted the meter himself.

Meanwhile the applicant had complained regarding fast moving of reading. Hence the meter was tested by Accu-check meter in his presence. It was found Ok. But the applicant was not satisfied hence Rs. 100/- demand for meter testing was given to test the meter. The meter was tested in the meter testing lab of Executive Engineer Civil Line Division and it was found Ok.

In addition to this he also added in his reply that as per season changes the consumption pattern also changes.

He has submitted the following documents in his written submission.

- 1) CPL
- 2) Meter testing reports.

The case was heard on dated 04.08.2009 & 18.08.2009. The Bagade himself represented the case and Shri S.R. Gandhewar, E.E. Civil Lines Division represented the case from MSEDCL side.

The applicant had made his argument that the bills were getting in excess and he had made complaints to MSEDCL authority. He was also blamed that the amount was charged for repairing of wiring but it was MSEDCL's responsibilities for repairing so the charges should be returned.

He also blamed that the meter was showing faulty status and had to suffer due to faulty meter.

He lastly prayed that the correct bill should be given and the amount should be returned back.

The non-applicant had strongly rejected the plea of applicant and he was totally denied to refund the money. He also added in his say that the meter was tested and the report was found Ok, and hence there is no question of excess units consumption.

Secondly, there was a problem of wiring and hence the applicant should have replaced it & it was his duty.

The amount of Rs.151/- was charged for as per request of applicant and it was as per company rules. Hence there is no question to refund the amount. He also replied that the consumption also varied due to season changes.

He was strongly contemned the plea of applicant whatever the action taken by the official it was correct.

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

Decision

The applicant's grievance application is rejected.

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.