

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

Case No. CGRF(NUZ)/177/2006

Applicant : Late Shri Madhukar S. Thakare,
Deceased by heir Shri Dilip Bapuraoji
Thakare,
R/o Zingabai Takali, Juni Basti,
Nagpur.

Non-applicant : MSEDCL represented by
the Nodal Officer-
Executive Engineer,
Civil Lines 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 24.01.2007)

The present grievance application has been filed on 29.12.2006 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 excess energy bill dated 19.09.2006 for 1334 units amounting to Rs. 4,470/-.

Before approaching this Forum, the applicant had filed his complaint on the same subject-matter of this grievance to the Executive Engineer, Civil Lines Division, MSEDCL, NUZ, Nagpur on 28.09.2006. Since no remedy was provided to him under the said Regulations, the applicant filed this grievance application before this Forum. The intimation given to the Executive Engineer in respect of his grievance is deemed to be the intimation given to the Internal Grievance Redressal Cell in terms of Regulation 6.4 of the said Regulations.

The matter was heard by us on 19.01.2007.

The applicant's contention is that his energy bill dated 19.09.2006 showed consumption on 1334 units over a period of 3 months which, according to him, is not only excessive but it was also not in tune with his normal pattern of consumption. He has not paid this bill and also his subsequent energy bills till the end of December, 2006 because of non-redressal of his grievance by the non-applicant. He requested for revision of this bill. He further stated that his normal pattern of consumption considering the electric gadgets installed in his house is around 100 units per month.

The non-applicant has submitted his parawise report dated 10.01.2007 in which he has mentioned that the energy bill in question

was correctly issued. He has explained that the applicant's current reading during the billing month of June-06 was 2429 against his meter, being meter no. 2114781 and reading of the same meter was 3665 on 28.08.2006 when this meter was replaced by a new meter, being meter no. 21422. Hence, $3665 - 2429 = 1236$ units were included in the consumption bill of the applicant in the billing month of September, 2006 as adjustment units. In addition 98 units consumed by the applicant's new meter, being meter no. 221422, were added in the energy bill for September, 2006, thus making a total of 1334 units. This consumption is meant for a period of 3 months. Earlier the applicant was billed on average basis only during the billing months of May, 2006, June, 2006 and July, 2006 upto 28.08.2006. The average bill was issued because the meter reader found the applicant's house to be locked.

During the course of hearing on 19.01.2007, the non-applicant has given his written submission stating that the final reading of the applicant's meter, being meter no. 2114781 was 2665 and not 3665 on 28.08.2006 when it was removed. He has also mentioned that there was a mistake in reading the applicant's final reading as 3665 by the concerned meter reader / Jr. Engineer. He has admitted that a mistake was committed inadvertently. He voluntarily agreed to revise the applicant's bill by taking the final reading of the applicant's previous meter as 2625 and not 3665.

The applicant thereupon stated that he is now satisfied since his final reading of his previous meter is being considered 2665 in place of 3665.

The non-applicant also agreed to revise the bill immediately by correcting the applicant's disputed energy bill.

In the light of above, we allow the applicant's grievance application and direct the non-applicant to revise the applicant's disputed energy bill as stated by him. This should be done by him within 10 days.

The non-applicant shall report compliance of this order to this Forum on or before 31.01.2007.

The grievance application thus 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.**

**Member-Secretary
Consumer Grievance Redressal Forum,
Maharashtra State Electricity Distribution Co.Ltd.,
Nagpur Urban Zone, NAGPUR**

