

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

Case No. CGRF(NUZ)/058/2009

- Applicant : Shri Sudhir R. Kher
At Chitnivis Nagar,
Chhindwara Road,
NAGPUR.
- Non-applicant : MSEDCL represented by
the Nodal Officer-
Executive Engineer,
Civil Line Division, NUZ,
Nagpur.
- Quorum Present : 1) Smt. Meera Khadakkar
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.F. Lanjewar
Executive Engineer &
Member Secretary,
Consumer Grievance Redressal
Forum, Nagpur Urban Zone,
Nagpur.

ORDER (Passed on 17.11.2009)

This grievance application is filed on 14.10.2009 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission

(Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 hereinafter referred-to-as the said Regulations.

The applicant has approached this Forum in respect of his grievance that he is charged excess bill, he is not given slab benefit and inspite of his request, his electric meter is not tested. The applicant had approached Internal Grievance Redressal Cell on 02.07.2009, however, no action is taken by the concerned Officer. The consumer has prayed that he should be given correct bill for the electric consumed by him. The action should be taken against the Officer who has caused physical, mental harassment to the consumer. He has asked for compensation of Rs. 10,000/- for the said physical, mental harassment. The consumer had further prayed for refund of payment made by him along-with interest and his electric meter should be tested in his presence.

The non-applicant has filed the reply on 30.10.2009. The non-applicant has submitted that the consumer's electric bill is corrected and he has been given slab benefit as per his claim. It is further submitted that the consumer had applied for supply of 3 phase meter and after the replacement of the meter the electric bill for the old single phase meter was added in the regular bill of new meter. The non-applicant has admitted that due to some genuine reason the meter reading for the month of March and April was not recorded. However, Subsequently the bills have been corrected by giving slab benefit to the consumer. Electric bill of Rs. 30,000/- is issued to the consumer and the consumer has paid the amount. The non-applicant has submitted that the electric meter has been tested and the report is Ok. The consumer

has not suffered any damage or loss. Therefore his application may be rejected.

Heard both the parties. It is the consumer grievance that the wrong bill issued to him there after he was not giving slab benefit. It is submitted by the consumer representative that the excess bill was received due to faulty meter and therefore he had applied for testing of the meter. According to the consumer meter was not submitted for the testing and he was issued wrong bill.

The non-applicant fairly submitted that the consumer bill is corrected and he is given slab benefit as per his prayer.

The main grievance of the consumer is that inspite of his request, his electric meter was not tested. According to the non-applicant the meter was tested on 09.09.2009. The copy of report is on record. According to the consumer nobody was present on his behalf during the meter testing. During the course of hearing both the parties agreed for fresh testing of the electric meter in presence of the consumer. Accordingly the meter was tested on 04.11.2009, a copy of test report is also on record, it is clear that there is no fault in the meter and error is within the permissible limit, hence the meter is Ok.

It is also an admitted position, which is clear from record that the consumer had applied for 3 phase meter. There is no fault in the meter, hence it will have to be presumed that the consumer has consumed the electricity as per reading of the meter. He is liable to pay the charges for said electricity.

The non-applicant has filed a copy of CPL on record, the copy is shown and given to the consumer, it appears from CPL that the consumer had paid the provisional bill of Rs.30,000/- on 01.09.2009.

The consumer has not challenged correctness of the bill. The consumer's main grievance about testing of the meter is now, not in existence. Since the meter is in proper working condition without any fault, the consumer is liable to pay the charges for the same.

It is submitted by the consumer representative that the concerned officer should compensate him & physical and mental harassment to him. He has suffered physical as well as mental harassment. He has prayed for compensation of Rs. 10,000/- and a refund of amount paid by him along-with interest.

In view of the fact that the meter is not faulty, there is no reason for refusal to pay the bill, the consumer has not suffered physical & mental harassment, in our opinion the consumer is not entitled to claim any compensation as prayed by him.

The applicant's application is thus partly allowed, the electric meter is tested as per the consumer's prayer and corrected energy bill is issued to the consumer. He is also given slab benefit.

The consumer's prayer for compensation is here by rejected.

Sd/-	Sd/-	Sd/-
(S.F.Lanjewar)	(Smt.Gauri Chandrayan)	(Smt. Khadakkar)
Member-Secretary	MEMBER	CHAIRMAN

**CONSUMER GRIEVANCE REDRESSAL FORUM
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's
NAGPUR URBAN ZONE, NAGPUR.**