

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

Case No. CGRF(NUZ)/067/2010

Applicant : Shri Ashok R. Bhutda
Plot No. 3189 /23
Hiwari-lay-out
Dist. Nagpur.

Non-applicant : MSEDCL represented by
the Nodal Officer-
Executive Engineer,
Mahal Division,
Nagpur.

Quorum Present: 1) Smt. K.K. Gharat
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 11.10.2010)

The present grievance application has been filed on dated 20.09.2010 under Regulation 6.5 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 here-in-after referred-to-as the said Regulations.

1. The applicant, Shri Ashok R. Bhutda, Hiwari-layout, Nagpur, has received exorbitant bills in the months of May, 2009 and June 2009. The total amount of bills was Rs. 13,940/-. Therefore the applicant has lodged a complaint with Nandanwan S/Dn., but no action has been taken by the non-applicant. Therefore aggrieved by this, the applicant has filed a case with Consumer Grievance Redressal Forum on dated 20.09.2010. He requested to the Forum,

- To restore the electricity supply immediately.
- To revise May 2009 bill on average basis, as the meter is faulty. Also adjust the excess amount recovered if any in the outstanding bills.
- To pay Rs. 50,000/- as compensation because his profession has been badly affected.

2. The applicant in his grievance letter has submitted that the bills of May 2009 for 1514 units and June 2009 for 616 units were far beyond the actual consumption. Also there was regular power cut of six hrs. He further attached last two years electricity consumption for showing that May 2009 consumption was abnormal and the reason for this was the faulty meter.

3. He further stated that the non-applicant on his complaint suggested him to pay Rs.100/- as meter testing fee and if the meter found faulty it would be replaced. But the non-applicant did not comment about arrears of Rs. 13,910. After this the recovery squad of the non-applicant has visited his premises and pressurized by informing him to pay the said amount, otherwise the supply would be disconnected. Also one of the officers of squad has advised him to pay 50% of the amount now and the remaining bill after meter testing report. He has also assured him to sort out the excess bill within 10 days. But the non-applicant has not taken any action so far and in order to avoid disconnection the applicant has paid Rs. 8000/- on dated 21.07.2009 under protest.

4. He also stated that the non-applicant has disconnected his supply on dated 14.02.2010 without giving any notice. Also did not settle the dispute. According to the applicant's grievance letter his consumption has never crossed 300 to 350 units per months in summer season. Also his family was out of Nagpur in summer holidays.

Due to non redressal of the grievance and disconnection of supply, he has suffered mentally, physically & financially. The main reason for this is improper service provided by the non-applicant. Therefore he requested to the Forum in his grievance to revise the bill on average basis for May 2009 and restored the supply. He has also requested to the Forum

to pay Rs. 50,000/- as compensation due to loss suffered to him as his profession has been badly affected.

5. The hearing was scheduled on 06.10.2010. No submission was on record from the non-applicant. The applicant has conveyed his inability on telephone to attend the hearing and also informed to the Forum that his supply was reconnected by the non-applicant. But no one was present from non-applicant's side. This shows apathy towards consumer grievance redressal by the non-applicant. The non-applicant should change his lethargic approach towards consumer grievance redressal forum cases.

On telephonic message from the Forum on his absence for hearing the non-applicant has requested to the Forum to delay the same. So the matter was heard in the second half of the same day in order to hear non-applicant's side for giving fair justice to the applicant.

The non-applicant's side was presented by Shri Khandalkar Executive Engineer and Shri Katke Assistant Engineer, Mahal Division. The non-applicant has submitted a written statement to this Forum.

6. According to which a bill of 1514 units with amount of Rs. 6690 was issued to Shri A.R. Bhutda having

consumer no. 410016779044 in the month of May 2009. On receipt of complaint from the consumer for excessive billing, the record was checked and it was found that in April 2009 by mistake 5643 reading was punched in the computer instead of 5043. Therefore in place of 942 units the bill with 342 units was issued to the applicant in the month of April 2009. Also in January & February 2009 only 81 and 165 units bills were issued to the applicant. So the bills were revised from February 2009 to May 2009 by giving four months' slab benefit and credited Rs. 1642 to the applicant's account.

7. Also except above matter the non-applicant was not able to put up the details of the case. So he assured to the Forum that he will sort out the matter as mutually agreed by the applicant out of the Forum.
8. A joint pursis has submitted by both the parties on dated 11.10.2010. According to which the non-applicant has revised May 2009 bill by assessing 571 units instead of 1514. Also the non-applicant has agreed to adjust the amount of Rs. 7005.86 against excess unit 943 and to give credit to the applicant in the next bill. The applicant also agreed that no dispute about May 2009 bill is balance and he is satisfied with the revision made by the non-applicant.

9. After hearing both the parties and recording the submissions made by both the parties. The Forum is of the opinion that the applicant is satisfied with the bill revision as agreed in the joint pursis. Hence dispute is resolved out of the Forum.

ORDER

As per mutual agreement and settlement between both the parties as revealed from joint pursis submitted to the Forum the case is hereby disposed off.

Sd/-
(Smt.K.K.Gharat)
Member-Secretary

Sd/-
(Smt.Gauri Chandrayan)
Member