

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

Case No. CGRF(NUZ)/091/2010

Applicant : Shri Ramesh S. Shende
New Diamandnagar,
Near Mata Mandir
Kharbi Road,
NAGPUR.

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

Quorum Present : 1) Shri Shivajirao S. Patil
Chairman,

2) Adv. Smt. Gouri Chandrayan,
Member,

3) Smt. Kavita K. Gharat
Executive Engineer &
Member Secretary,

ORDER (Passed on 14.01.2011)

The applicant Shri Ramesh S. Shende resident of new Diamandnagar, near Mata Mandir Kharbi Road, Nagpur filed his grievance application on dated 19.11.2010 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.

1. The applicant, Shri Ramesh Shravnji Shende, has submitted a complaint letter on dated 20.05.2010 to the non-applicant for wrong and excess billing in the month of February 2010. The applicant has reminded several times to the non-applicant for bill revision orally as well as in writing. But no remedial action has taken by the non-applicant. Therefore being aggrieved, the applicant has submitted the grievance application in the Forum on dated 19.11.2010 and requested to the Forum that...

1. To direct the non-applicant to revise the bill of February 2010 by withdrawing wrongly charged excess 500 units.

2. To issue bill as per meter reading.

2. The applicant's say case in brief is that, there are only two lamps and a single fan at his house. The approximate monthly consumption of the applicant is 30-35 units. However in the bill of February 2010 excess reading of 530 units is shown. The applicant has filed an application regarding the same but he was directed by the non-applicant to deposit of Rs.200/- and assured to revise the bill in next billing. But the bill was not revised in the next billing. However the non-applicant has disconnected the meter. On disconnection, the applicant has immediately approached the non-applicant and once again the matter was brought to the notice of the non-applicant. However, the meter was reconnected only after deposit of Rs.1000/- by the applicant. The

connected meter was found stopped, therefore the applicant again made a complaint to the non-applicant on dated 08.09.2010. But till date no correction has been done. He filed many applications but in vain. Therefore applicant present this grievance application to issue a correct bill.

3. The non-applicant has submitted his say by filing reply on dated 06.12.210. It is submitted that till January 2010 average monthly consumption of the applicant was 50-60 units. In February 2010, due to over site wrong meter reading was punched. Therefore a bill with wrong punched unit i.e. 530 unit was issued to the applicant. Also upto the month of June 2010 bills with average units were issued.
4. On receipt of complaint from the applicant a spot inspection was conducted. As per meter reading the bill was corrected and an amount of Rs.3620.13 was deducted from the bill of November 2010. Since the applicant has deposited Rs.1000/- and 720/- therefore no amount is due against the applicant. The grievance of the applicant is totally resolved.
5. The matter was heard in the Forum on dated 07.12.2010. Both the parties were present on behalf of non-applicant Shri S.P. Waghmare, Executive Engineer, Mahal Division was present. The applicant Shri R.S. Shende was also present.

The Forum has sought a view of the applicant regarding the bill revision as submitted by the non-applicant. The applicant has expressed his satisfaction about the bill revision and shown readiness to submit a joint pursis.

6. During hearing both the parties field a joint pursis on record dated 07.12.2010, mentioning therein that bill for the month of February 2010 is already corrected and amount of Rs.3620.13 is deducted from the bill of November 2010. The applicant has signed this pursis.

Considering this aspect, it is clear that the grievance of the applicant is fully resolved.

Therefore the grievance application is liable to be disposed off, hence following order.

ORDER

The grievance application is hereby disposed of.

Sd/-	Sd/-	Sd/-
(Smt K.K.Gharat)	(Smt.Gauri Chandrayan)	(ShriShivajirao S.Patil)
Member-Secretary	MEMBER	CHAIRMAN
CONSUMER GRIEVANCE REDRESSAL FORUM		
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's		
NAGPUR URBAN ZONE, NAGPUR.		