

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

Case No. CGRF(NZ)/41/2019

Applicant : Shri Shivdas Farku Patil
At.Sirasgaon, Taluka Hinganghat,
Dist. Wardha

V/s

Non-applicant : Nodal Officer,
The Executive Engineer,
Hinganghat Dn. M.S.E.D.C.L.,
Hinganghat.

Applicant represented by : Shri B.V.Betal.
Non-applicant represented by: 1) Shri H.P.Pawade,,Exe.Engr.,
MSEDCL,Hinganghat.

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Quorum Present : 1) Shri Arvind Jayram Rohee,
Chairperson.
2) Mrs. V.N.Parihar,
Member Secretary
3) Mrs. Asmita Avinash Prabhune,
Member(CPO)

ORDER DELIVERED ON 13.06.2019

1) The applicant approached this Forum under clause 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievances Redressal Forum & Electricity Ombudsman) Regulations 2006, although his claim for refund of amount of Rs.700/- incurred by him towards purchase of 70 meter long service wire and direction to the Non-applicant to issue the electric bill as

per meter reading is allowed by Internal Grievances Redressal Cell (IGRC) MSEDCL, Wardha vide order dated 25.02.2019 in case No.1284 of 2018 filed on 18.12.2018.

2) The applicant applied for grant of new electric connection for residential use on 07.07.2018. He completed the necessary formalities, however, according to him he was called upon by the wireman to purchase 70 meter service wire from the local market for grant of electric connection and release of supply. The applicant accordingly purchased it, however, actual supply was not released by installing the meter till 29.11.2018. It is also stated that in the month of December 2018 a bill of Rs.1603/- was issued for the month of August 2018 to November 2018 @ 60 units per month. According to the applicant this is totally wrong, since meter was installed only on 29.11.2018 and not in the month of August 2018 & false entries are taken. He, therefore, prayed for compensation of Rs.10,000/- and Rs.15,000/- for physical and mental harassment, Rs.3000/- towards travelling expenses and Rs.2000/- for court proceeding.

3) According to Non-applicant the electric meter was installed on 18.07.2018 and supply was given from that date. Although bills of 4 months from August 2018 to November 2018 for 60 units per month was issued, in the month of December 2018, Later considering the actual reading of 5 units, it was divided in

5 months from August 2018 to December 2018 and the previous bill of Rs.1603/- was revised by deducting Rs.1248/-, therefrom. The claim is therefore, denied.

4) After hearing both the parties, the IGRC passed following order on 25.02.2019.

- १) सर्व्हीस वायरचा खर्च रु.७०० अर्जदारास परत करण्यात यावे.
- २) अर्जदारास मीटरच्या वाचनानुसार तबरीत विद्युत देयक देण्यात यावे.
- ३) अनुपालन अहवाल १५ दिवसात पाठवावा.

5) Although the relief, except that of compensation is granted to the applicant, still he approached this forum. As such inspite of the fact that the Non-applicant did not challenge the order of IGRC. still the forum can consider the claim made afresh since power to decide grievance application by both the authorities is the same and Forum is not the Appellate Authority.

6) On notice the Non-applicant submitted reply dated 30.05.2019, in which it is reiterated that the electric meter was installed on 18.07.2018. It is thus denied that it was installed on 29.11.2018. Necessary revision of bills is also done and fresh bill was issued to the applicant of Rs.480/- on 19.12.2018 in place of Rs.1603/- towards arrears of minimum charges from the month of August 2018 to December 2018. It is also stated that on 16.07.2018 the applicant credited amount of Demand Note of Rs.1083/-, which includes Rs.1000/- as security deposit and the remaining as processing fees. He also deposited Rs.20/- as 1.3% supervision

charges. It is also stated that since full connection charges are not recovered from the applicant, he was required to bring the necessary service wire for giving connection and to bear the expenses. Hence the amount incurred by the applicant is not liable to be refunded and Grievance application to be dismissed.

7) On 04.06.2019 and 10.06.2019 Forum heard arguments of Shri B.V. Betal the authorized representative of the applicant and the reply arguments of Shri H.P. Pawade, Executive Engineer, MSEDCL, Hinganghat Division. We have carefully perused the case record.

8) The applicant submitted that although electric meter was handed over to him by the official of Non-applicant in the month of August 2018, it was lying in his house and was installed only on 29.11.2018, after purchase of service wire worth Rs.700/- by him. He is, therefore, entitled to refund of said amount alongwith interest and compensation for issuance of wrong bills from August 2018 to November 2018. It is also stated that although copy of CPL (Consumer Personal Ledger) is produced by the Non-applicant, they have not produced New Service Connection Register (NSCR) signed by the concerned wireman on 18.07.2018. Hence it is obvious that meter was installed on 29.11.2018.

9) While disputing the above fact, it is stated on behalf of the Non-applicant that the procedure to maintain NSCR is

discontinued from the year 2014-15 and since then the installation of electric meter is governed by Entrepreneur Resource Planning System (ERPS), which is nothing but a software module. He also pointed out that bills were correctly issued from the month of July 2018, although same were suitably revised thereafter, showing the consumption of 60 units which is not correct, since the electric bill of 19.12.2018 shows consumption of 5 units only, he pointed out that in all the electric bills produced on record, the supply date is maintained as 18.07.2018 and not 29.11.2018.

10) In view of above, it is difficult to say that the Non-applicant has fabricated the CPL entries and meter was installed in November 2018. Necessary relief is already granted to the applicant by revising the bills. It is also pointed out that the applicant has not credited the amount of arrears of bill so far. It is obvious that the last bill issued on 20.05.2019, shows total arrears of Rs.1290/-, for total consumption of 6 units. The revised bill includes the minimum unpaid consumption charges from July 2018 to May 2019. The applicant will have to credit this amount, although so far electric supply is not disconnected for nonpayment of arrears of consumption charges, on account of pendency of this proceeding, as stated on behalf of the Non-applicant.

11) From the above discussions, it is, obvious that the applicant is not entitled to any relief much less of revision of bills, granted by the Non-applicant and he is not entitled to further relief

in this behalf. There is no question of payment of compensation to him for issuance for wrong bills as alleged by him nor refund of Rs.700/- incurred for purchase of service wire.

12) In view of above order passed by IGRC is substituted by this order, with no order as to costs.

13) Pronounced today in absence of parties, since nobody turned up although were present on last date of hearing.

14) Office to forward authenticated photocopy of this order to both the parties for information.

Sd/-
(Mrs. Asmita A. Prabhune)
MEMBER(CPO)

Sd/-
(Mrs. V.N.Parihar)
MEMBER SECRETARY

Sd/-
(Arvind J. Rohee)
CHAIRPERSON