

**ग्राहक गा-हाणे निवारण मंच**  
महाराष्ट्र राज्य विद्युत वितरण कंपनी मर्यादित  
औरंगाबाद परिमंडळ, औरंगाबाद.

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Old Power House Premises, Dr.Ambedkar Road, Aurangabad. Phone: 0240 - 2336172

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No,CGRF/AZ/ U / 225 / 2009 /59

Date :-

To,  
*The Executive Engineer ( Administration )*  
*O/O Superintending Engineer ,*  
*O&M Rural Circle , M.S.E.D.C.L.,*  
*Aurangabad.*

*Sub:- Forwarding of grievance in respect President , Shri Gujrahti Dasa*  
*Porwad Samaj Trust, Gokulnath Mahalla, Aurangabad.*  
*(Consumer no. 490011563071)*

*Dear Sir,*

*Please find enclosed herewith a copy of the grievance application received by the Forum from Forwarding of grievance in respect of President , Shri Gujrahti Dasa Porwad Samaj Trust, Gokulnath Mahalla, Aurangabad.*

*The consumer has requested for passing an interim order for not to disconnect his supply permanently on account of incorrect bill issued by Distribution Licensee.*

*You are requested to submit your para wise reply on the grievance at the time of hearing. The hearing in the matter will be held on 30.06.2009 at 12= 45 Hrs.*

*Encl: As above*

*Member/Secretary*  
*CGRF(AZ) MSEDCL*  
*Aurangabad.*

*Copy to:-*  
*Shri Gujrahti Dasa Porwad Samaj Trust,*  
*Gokulnath Mahalla,*  
*Aurangabad.*

**BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM ,  
AURANGABAD ZONE, AURANGABAD**

**Case No. CGRF/AZ/AUR/U /225/ 2009/59**

Date of Filing: 17.06.2009

Date of Decision: 15.07.2009

The President  
Gujrati Dasa Porwad Samaj Trust  
Aurangabad.

Consumer Complainant.

V/s

Maharashtra State Electricity Distribution Co.Ltd.  
Urban Circle, Aurangabad.

Corum:	<b>Shri V.A.Hambire</b>	<b>President</b>
	<b>Shri H.A.Kapadia</b>	<b>Member</b>
	<b>Shri P.A.Sagne</b>	<b>Member/Secretary</b>

Sub: Grievance under the Maharashtra Electricity  
Regulatory Commission, (Consumer Grievance  
Redressal Forum and Ombudsman) Regulations 2006.

The consumer complainant has filed this grievance through its president in Annexure "A" before this Forum on **17.06.09** under Regulation No. 6.10 of the Regulations 2006. The grievance of the consumer was registered in this office at Sr.No. 225/2009/59 and was forwarded to the Nodal Officer, (Adm.) in the office of the Superintending Engineer, O&M Urban Circle, Aurangabad and hearing in the matter was kept on 30/06/2009

The grievance of the consumer, in brief, is as stated below..

1. The consumer is public Trust Registered organization and has taken electricity supply for its Samaj Mandir building situated at Gokulnath Mohalla, Aurangabad . The consumer has applied for three phase connection , however since the three phase line was not available, the Distribution Licensee ( hereinafter referred to as D.L.) has provided two phases only. The consumer further contended that there was no use of electricity as the premises was not in use due to incomplete civil work. After completion of civil work, he requested the concerned Dy. Executive Engineer to issue minimum bill and to release additional phase. However the concerned office provided the third phase and replaced his meter but did not revised the bill. The consumer further stated that the old meter installed at his premises was in working condition and part payment of the bills are made as per endorsement given by the concerned office of the D.L. Since no cognizance of his complaint for issue of revise bill was taken by D.L. consumer has filed this grievance in the Forum and requested the Forum to direct the D.L. to issue correct bill as per meter reading by waving interest and penalties and further requested to direct the D.L. not to disconnect the supply on account of the faulty bills.
2. On 30.06.09, i.e. on the date of first hearing , Shri Satish Vakil, was present. Nodal officer Shri G.S. Rathore was present on behalf of D.L.. He filed his reply on the grievance and stated that the bill of the consumer is under revision and the same will submitted on receipt of report from concerned office. Consumer stated that since the date connection even though his meter was in working conditions, the bills were issued on average basis. Forum observing that the initial bills were issued on average basis and looking to the present consumption , directed the consumer to pay Rs. 15000/ towards part payment and further directed the Nodal officer not to disconnect the electricity supply of the consumer. The Next date of hearing was kept on 14.7.09.
3. On 14.7.09, Shri Satish Vakil was present. Nodal officer Shri G.S. Rathore was also present . The consumer representative file his reply and stated that due to financial problems the construction activity was stopped at site and therefore there was no consumption of electricity. The old meter was working properly and the consumption recorded by that meter is correct and further contended that he is ready to pay the bill if revised. On hearing both the parties matter was kept for decision.

On going through the documents placed before us, we observed that the consumer has taken electricity supply in the year 2002. The meter installed bears serial No. 8000410134. The said meter was replaced by new meter on 20.09.07 by new meter bearing Sr. No. 8007334355. On going through the meter replacement report, it is reveal that the seal condition of meter was stated as O.K and the reason for replacement is mentioned as "Under Drum Project." In spite of meter being in working condition , D.L. has issued bills on average basis which are required to be revise. The reading at the time of meter replacement old meter i.e. on 20.09.2007 is shown as 00697. This units are required to be bifurcated over the period starting from date of release of connection to date of replacement of meter. The bills issued after replacement of meter are as per meter reading and hence no revision is required.

In view of above observations, we are of the opinion that the grievance filed by the consumer is allowed.

Hence following order.

#### ORDER

1. The total consumption of 697 units shall be bifurcated over the period from date of release of connection to 20.09.07 and revise bill shall be issued to the consumer within 30 days.
2. No interest and DPC shall be charged while revising the bill. The payment made by the consumer shall be given set off.

The D.L. and the consumer shall comply with the above order and report compliance to the Forum.

Inform the parties and close the case.

**(H.A.Kapadia)**  
**Member**

**(P.A.Sagane)**  
**Member/Secretary**

**(V.A.Hambire)**  
**Chairman**

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**औरंगाबाद परिमंडळ औरंगाबाद.**

जुने पावर हाऊस, पोलीस आयुक्तालयासमोर, डॉ.बाबासाहेब आंबेडकर रोड, औरंगाबाद.-

*No. Case No. CGRF/AZ/AUR/U /225/ 2009/ 59*

*Date:-*

*To,*

- 1. Shri Satish Vakil  
President, Gujrathi Dasa Porwad Samaj Trust  
Aurangabad.*
- 2. The Executive Engineer (Adm.)  
O/O Superintending Engineer  
O & M, Urban Circle, M.S.E.D.C.L.  
Aurangabad.*

*Subject :- Grievance Case No.CGRF/AZ/AUR/U/225/2009/59*

*Dear Sir,*

*Find enclosed herewith a copy of order passed by the Forum in the case mentioned above.*

*The consumer, if not satisfied with the decision of the Forum , is at liberty to make a representation to the Electricity Ombudsman, the contact details of whom is as under, within a period of 60 days from the date of this order.*

*Encl: As above*

*Copy submitted w.r.to:-  
The Chief Engineer(AZ)  
MSEDCL,Aurangabad.*

*Member/Secretary,  
CGRF(AZ) MSEDCL,  
Aurangabad.*

*Contact Details of Electricity Ombudsman:  
The Electricity Ombudsman  
Maharashtra Electricity Regulatory Commission  
606-608, Keshava Building Bandra-Kurla Complex,  
Mumbai 400 051 ( Tel.No. 022-26590339)*

**ग्राहक गा-हाणे निवारण मंच**  
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**औरंगाबाद परिमंडळ, औरंगाबाद.**

जुने पावर हाऊस परिसर.डॉ.बाबासाहेब आंबेडकर रोड, मिल कॉर्नर, औरंगाबाद. - ४३१ ००१, दुरध्वनी व फॅक्स -०२४० - २३३६१७२.

**Case No: CGRF/AZ/U/225/2009/59/**

**Date:-**

**To,**

1. Shri Satish Vakil  
President, Gujrathi Dasa Porwad Samaj Trust  
Aurangabad.
2. The Executive Engineer (Adm.)  
O/O Superintending Engineer  
O & M , Urban Circle, M.S.E.D.C.L.  
Aurangabad.

**Sub: Grievance incase No. ( Case No:CGRF/ AZ/ U/225/2009 /59 )**

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the Forum in the case mentioned above.**

The consumer, if not satisfied with the decision of the Forum , is at liberty to make a representation to the Electricity Ombudsman, the contact details of whom is as under, within a period of 60 days from the date of this order.

Encl: A/A

Contact Details of Electricity Ombudsman:  
**The Electricity Ombudsman**  
Maharashtra Electricity Regulatory Commission  
606-608, Keshava Building  
Bandra-Kurla Complex, Mumbai 400 051  
Tel.No. 022-26590339

**Copy submitted with respect to:-**  
**The Chief Engineer(AZ)**  
**MSEDCL, Aurangabad.**

