

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

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

No: CGRF/AZ/AUR/ U / 234 / 2009 / 68

Date :-

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

Sub:- Forwarding of grievance in respect of Principal, Vivekanand
College ,Samarthnagar, Aurangabad.
(Consumer No.490011798842)

Dear Sir,

Please find enclosed herewith a copy of the grievance
application received by the Forum from Principle, Vivekanand College,
Samarthnagar, Aurangaabd.

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
24.07.2009 at 11= 30 Hrs. onwards.

Encl: As above

Member/Secretary
CGRF(AZ) MSEDCL
Aurangabad.

Copy to:-
The Principal
Vivekanand College
Samarthnagar, Aurangabad.

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

Case No. CGRF/AZ/AUR/U /234/ 2009/68

Date of Filing: 09.07.2009

Date of Decision: 31.07.2009

The Principal
Vivekanand College
Samarthnagar
Aurangabad.

Consumer Complainant.

V/s

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

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

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 **09.07.09** under Regulation No. 6.10 of the Regulations 2006. The grievance of the consumer was registered in this office at Sr.No. 234/2009/68 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 24.07.09

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

1. The consumer has taken electricity supply for girls hostel building situated at above mentioned address and are paying the monthly bills regularly. The consumer contended that from the date of release of supply i.e. from 09.06.07 the Distribution Licensee(hereinafter referred to as D.L.) D.L. has issued bills based on commercial tariff which in facts should be based on residential tariff. The consumer has filed application for issue of correct bills with the concerned office of the D.L. However as no cognizance of his complaint was taken by D.L., consumer filed his grievance in the Forum and requested the Forum to direct the D.L to issue correct bill and to refund the amount paid by him due to wrongly charged tariff.
2. On 24.07.09, i.e. on the date of first hearing, consumer representative Shri Bhausaheb Bhonsle was present. Nodal officer Shri G.S.Rathore along with Shri Suralkar, Dy.Ex.Engineer, was present on behalf of D.L. Nodal officer filed his reply on the grievance and stated that consumer has been wrongly billed under commercial category and are ready to revise the bills issued from the date of connection. Nodal officer was directed to file details about excess amount collected before next hearing which was kept on 28.07.09.
3. On 28.07.09, both parties were present. Nodal officer filed reply and stated that the consumer will be issued bills hereafter based on residential tariff and are ready to adjust excess amount of Rs.27961=48 paid by the consumer on account of wrongly charged tariff.
4. On going through the documents placed before us , we observed that the electricity connection to the girls hostel premises of the consumer was released by the D.L. on 09.06.07. Since the use of electricity was for residential purpose, the bills were expected to be issued based on tariff applicable to residential category. However D.L. has wrongly issued all bills based on commercial tariff. The Nodal officer has admitted the mistake and shown his willingness to adjust excess amount of Rs. 27961=48 paid by consumer in future bills. The consumer also not raised any dispute regarding the amount, however requested the Forum to direct the D.L. to refund the said amount.

Since the Nodal officer has agreed to adjust the excess amount of Rs. 27961=48 paid by consumer in future bills, the grievance filed by the consumer stands redressed

ORDER

1. The Distribution Licensee is directed to refund the excess amount of Rs. 27961=48 to the consumer within 30days

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

Inform the parties and close the case.

(H.A.Kapdia)
Member

(P.A.Sagne)
Member Secretary

V.A.Hambire
President

Case No. 234 / 37
Page 03/03

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

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

No. Case No. CGRF/AZ/AUR/U /235/ 2009/69

Date:-

To,

- 1. The Principal
Vivekanand College,
Samarthnagar , 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/235/2009/69

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 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)*

