

**BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD.,
AURANGABAD ZONE, AURANGABAD.**

Complaint Registration No. 2016060031

Case No. CGRF / AZ / AUR / Urban / 584 / 2016 / 15

Date of Admission 17.06.2016

Date of Decision 10.08.2016

Shri Ramniwas T. Gattani, COMPLAINANT.
C/o, Amruta Foods, Plot No. E-16-3-2,
MIDC, Chikalthana,
Aurangabad 431 001.
(Consumer No. 490010952899).

VERSUS.

1. Executive Engineer (Admn.), RESPONDENT
Nodal Officer,
MSEDCL, Urban Circle, Aurangabad.

CORAM:-

Shri Dr. Bhaskar G. Palwe Chairman

Shri Uttam M. Urkude, Member/Secretary

Shri Vilaschandra S.Kabra Member.

Redressal Decision

Shri Ramniwas T. Gattani, C/o, Amruta Foods, Plot No. E-16-3-2
MIDC, Chikalthana, Aurangabad 431 001 (Consumer No.
490010952899), consumer of Mahavitaran has filed a complaint of

..2/-

.. 2 ..

the respondent Executive Engineer(Admin), Nodal Officer, Urban Circle, MSEDCL, Aurangabad under Maharashtra Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Electricity Ombudsman) – Regulation 2006. Brief details of the complaint are as under.

As per the say, the complainant has purchased sick unit namely Amruta Foods in the year 2009. The connected load was 17 HP and the meter installed bears Sr. No. 303951.

The meter installed was in working condition and recording progressive electricity consumption regularly. However since there was no use of electricity, the consumption was less. The said fact is also disclosed from CPL of the complainant.

The complainant submitted application for enhancement of load from 17 HP to 63HP on 18.02.2014. The connection was released to the complainant on 14.04.2014.

The complainant has received a abnormal bill of 45411 units in the month of July 2014. The complainant has received a bill of Rs. 591026/- for month of April 2015 showing consumption 34436 units.

The complainant has requested to quash the bill for the month of July 2014 and to revise the bill. After adjusting the bill amount already paid and bill should be calculated on the basis of average consumption. Interest and DPC charges may be waived. Electricity supply may not be disconnected till the disposal of grievance.

..3/-

.. 3..

Say of Executive Engineer (Admn) Nodal Officer, Urban Circle, MSEDC, Aurangabad.

The Executive Engineer (Admn) Urban Circle, Aurangabad vide his letter dated 8th July 2016 has submitted that the

- (1) Consumer has been issued a bill from 2009 to February 2014 of 14185 units.
- (2) The consumer had applied to Mahavitaran for enhancement in load from 17 HP to 63 HP but M/s GTL did not increase the load. However, Mahavitaran had increased it in the month of May 2015.
- (3) M/s. GTL has changed the meter, however the reading were fed to IT Dept. by Mahavitaran in the month of April 2015.
- (4) Consumer was given bill for 45411 units in the month of July 2014 which is correct.
- (5) The record of the meter replacement is not available with Mahavitaran which is changed by M/s GTL.
- (6) The cognizance of consumer complaint was taken by the Mahavitaran and immediately on 05.02.2015, Assistant Engineer was sent for spot inspection. It was seen that Meter No. 88103 was showing the reading 26047.

..4/-

.. 4 ..

- (7) Consumer meter reading was not available from January 2011 to June 2014 i.e. why consumer was issued bill for less units than actual units used. Therefore the consumer was issued bill for the accumulated units till July 2014. According to new meter reading data the consumer bill for July 2014 is correct.
- (8) As seen from the CPL, the bill for July 2014 is for the accumulated units from January 2011 to June 2014. This can't be denied.
- (9) The consumer is not given average bill for 3000 Units. The bill is issued on the basis actual units consumed.
- (10) Old meter's last reading is available. Therefore issue of average bill to the consumer does not arise.
- (11) Hon'ble Consumer Grievances Forum may quash the complaint.

Observations of Consumer Grievances Redressal Forum.

- (1) Bills issued to the consumer from January 2011 to June 2014 by M/s. GTL were not issued on actual reading.
- (2) The bill issued to the consumer for July 2014 by Mahavitaran is based on actual units consumed by the complainant.
- (3) The bill issued by the Mahavitaran for the month of July 2014 is correct.

..5/-

- (4) The complaint filed by the consumer needs to be quashed.
- (5) In view of the say submitted by complainant, Respondent i.e. Mahavitaran. The Consumer Grievances Redressal Forum issues the following order.

ORDER

- (1) The complaint is quashed.
- (2) No order as to cost.
- (3) The compliance shall be reported within 30 days.

Sd/-
Dr.Bhaskar G. Palwe
Chairman

Sd/-
Uttam M. Urkude.
Member / Secretary

Sd/-
Vilaschandra S. Kabra
Member