

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/U/74/2007/43

Date :- 14.12.2007

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 Shri A.A.Bhide,
R/o Flat No. 8,Shreyas Apartment, New Shreynagar, Kalda
Corner, Aurangabad. (Consumer No. 490011398411)

Dear Sir,

Please find enclosed herewith a copy of the grievance application received by the Forum from Shri Anirudh Arun Bhide, r/o of Flat No. 8, Shreyas Apartment, New Shreynagar ,Kalda Corner,Aurangabad .

You are requested to submit Your parawise reply on the grievance within 15 days from the date of this letter.

The hearing is fixed on 01.01.2008 at 12.00 hrs .

You are also requested to be present along with the concerned in charge at the time of hearing.

EnclA/A.

CC to : Shri A.A. Bhide,
8, Sreyas Apartment, New Shreynagar ,
Kalda Corner, **Aurangabad.**

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

Case No: CGRF/AZ/AUR/U/74/2007/43

Date of filing: 14.12.2007

Date of Decision: 12.01.2008

Aniruddha Arun Bhide
Flat No.8, Shreyas Apartment
Shreyanagar,Aurangabad.
(Con.No. 490011398411)

The consumer
complainant.

Vs.

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

The Distribution
Licensee.

Coram :

Shri V.A.Hambire:
Shri H.A.Kapadia
Shri V.G.Joshi

Chairman
Member
Member Secretary

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

The consumer complainant Shri Aniruddha A.Bhide, r/o Shreynagar,
Aurangabad has filed its grievance in annexure "A" on 14.12.07
under Regulation No.6.10 of the Regulation 2006 . A copy of the
grievance was forwarded on 14.12.07 to the Nodal Officer and
Executive Engineer (Adm.) , in the office of the Superintending
Engineer , M.S.E.D.C.L., Urban Circle, Aurangabad. with a
request to furnish his response within 15 days from the date of
receipt of the letter and the hearing in the matter was fixed on
01.01.2008

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

The consumer is having residential connection at above referred address and as his flat was not occupied for considerable period, he applied for temporary disconnection of his meter vide his letter dt. 3rd Jan.2006. He further requested to the concerned office of the Distribution Licensee (hereinafter referred to as D.L.) to issue minimum bills as per rules. He further contended that on 30th August, he received a bill of Rs. 41500/ and due to non payment of said excess bill, his supply was permanently disconnected by removing of his meter and other material. On his constant pursuance, the meter was reinstalled by the D.L. and but again disconnected on account of non payment of the bill. In spite of his repeated request no heed was given to his complaint by the D.L. and therefore he filed this grievance application in the Forum and requested the Forum to direct the D.L. to restore the electricity supply, to issue correct bill and to pay necessary compensation towards mental torture.

On the date of first hearing i.e. on 1.1.2008, the authorized representative of the consumer Mrs. Jayashree A.Bhide was present. The Nodal officer Shri S.G. Pawar filed application for adjournment of hearing stating that the details are not made available to him by the concern sub division office. The request of Nodal officer was granted and the next hearing was fixed on 4.1.08 .

On 4.1.08, Consumer Shri Aniruddha A.Bhide was present. The Nodal officer Shri S.G.Pawar along with Shri K.R.Yermal, Dy.Ex.Engineer, Garkheda subdivision were present. The Nodal officer filed his reply on the grievance of the consumer, copy of the same was given to the consumer for filing his say. The Nodal officer filed copy of the revised bill showing credit amount of Rs. 174=17. Both the parties were heard at length and the matter was kept for decision.

On going through the record placed before us, we observed that the consumer has applied for temporary disconnection of his electricity supply on 3.1.2006 and shown his willingness to pay minimum bill as per rules. From the C.P.L. filed by the Nodal officer it is revealed that since Jan.2006 to June 2006 the bills were issued showing the meter status as “Faulty”. The bill for the month of July 2006 was issued for 6462 units showing previous and final meter reading as 3707 & 10169. All further bills till installation of new meter shows previous and final reading as zero which confirms that there was no meter at site.

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The Nodal officer in its reply filed with the Forum stated that due to wrong meter reading taken by the meter reader in the month of July 2006, abnormal bill was issued to the consumer. On account of this wrong bill, the supply of the consumer was permanently disconnected On 27.11.06.

On going through the revised bill submitted by the Nodal officer , we observed that the bill shows a credit amount of Rs. 174=17. which clearly discloses that the consumer was not at fault. The action of disconnection of consumer's supply on the part of D.L. is also against the section 56 of the Electricity Act 2003.

In light of the above observations, we are of the opinion that there is gross negligence on the part of D.L. in issuing wrong bills as well as action of disconnecting the supply without giving any notice to the consumer. During the hearing D.L. has filed revised the bill showing credit amount of Rs. 174=17, and the consumer has also not raised any objection on the amount of bill issued to him. However the Forum is of the opinion that consumer needs to be compensated on the gross negligence and violation of the provision mentioned in section 56 of the Electricity Act 2003 on the part of D.L..

Hence the following order.

ORDER

- 1. The D.L. is directed to pay compensation of Rs. 1000/ for the inconvenience and harassment caused to the consumer within 30 days from the date of this order.**

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.Kapadia)
Member

(V.G.Joshi)
Member secretary

(V.A.Hambire)
Chairman

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औरंगाबाद परिमंडळ, औरंगाबाद.

जुने पावर हाऊस, पोलीस आयुक्तालयासमोर, डॉ.बाबासाहेब आंबेडकर रोड, औरंगाबाद.- ४३१ ००१,फोन.२३३६१७२

Case No. CGRF/AZ/U/74/ 2007/ 43/

Date:-

To,

- 1. The Executive Engineer (Adm.)
O/O Superintending Engineer
O & M , Urban Circle, M.S.E.D.C.L.
Aurangabad.**
- 2. Shri Anuraddha Arun Bhide,
Flat No.8, Shreyas Apartment,Shreyanagar,
Aurangabad.**

Sub: Grievance incase No. CGRF/AZ/U/74 /2007/43
regarding electricity duty.

Please find enclosed herewith the 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.

Yours Faithfully,

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**