

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 / 182 / 2009 / 16 /

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 M/s Thirani Properties
Pvt.Ltd., Gut No.342, Behind Nath Valley School, Satara,
Aurangabad. Consumer No. 490011302111

Dear Sir,

Please find enclosed herewith a copy of the grievance application received by the Forum from M/s Thirani Properties Pvt. Ltd., Gut No.342, Behind Nath Valley School, Satara Aurangabad.

You are requested to submit your para wise reply on the grievance within 15 days from the date of receipt of this letter along with related documents.

The hearing in this matter is kept on 25/02/2009 at 13=00 Hrs.

Encl: As above

Member/Secretary
CGRF(AZ) MSEDCL
Aurangabad.

Copy to:-
M/s Thirani Properties Pvt.Ltd.,
Gut No.342, Behind Nath Valley School,
Satara,
Aurangabad.

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

(Case No: CGRF/ AZ / U / 182 / 2009 / 16)

Date of Filing: 06.02.2009

Date of Decision: 04.04.2009

M/s Thirani Properties Pvt.Ltd.,
Gat No.342, Behind Nath Valley School,
Satara,
Aurangabad

(Consumer No. 490011302111)

Consumer Complainant.

V/s

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

The Distribution Licensee.

Coram:

Shri V.A.Hambire **President**

Shri H.A.Kapadia **Member**

Shri P.A.Sagane **Member secretary**

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

The consumer complainant, M/s Thirani Properties Pvt.Ltd., Gut No. 342, behind Nath Valley School, Satara, Aurangabad has filed this grievance in Annexure "A" before this Forum on **06.02.09**, under Regulation No. 6.10 of the Regulations 2006. The grievance of the consumer was registered at in this office at Sr.No. 182/2009/16 and the same 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 25/02/2009

The grievances of the consumer , as per consumer, is as under:-

1. The consumer has taken electricity supply for residential purpose at above mentioned address and has paid the electricity bills regularly. The consumer contended that since July 2008 no representative from the Distribution Licensees(hereinafter referred as D.L.) has visited his premises for taking meter reading. He has received the bills based on average consumption and not as per reading recorded by the meter. The consumer further contended that since the bills charged to him are not as per the actual consumption he has paid these bills under protest and has also intimated his grievance to the concerned office of the D.L vide his letters dated 29/09/2008, 01/11/2008, and 23/12/2008,. However since no cognizance of his complaint was taken by the Distribution Licensees he has filed his grievance in the Forum and requested the Forum to direct the D.L. to issue revise bill as per actual consumption .
2. On 25/02/2009, i.e. on the date of first hearing, consumer representative Shri Arvind Kulkarni was present. Nodal Officer Shri G.S.Rathor was present on behalf of Distribution Licensee. Nodal Officer filed an application for postponement of hearing stating that he has not received the documents from the concern Sub Division. Forum granting the request of the Nodal Officer extended the date of hearing with the direction to the Nodal Officer that the supply of the consumer shall not be disconnected till disposal of his grievance filed before the Forum. The next date of hearing was kept on 03.03.2009.
3. On 03.03.2009 consumer representative Shri Kulkarni and Nodal Officer Shri G.S.Rathor, alongwith Shri Gaikwad Dy.EE Chawani, S/Division were present. Nodal Officer filed his reply on the grievance and stated that due to delay in feeding meter replacement report to the Computer System, the bills were issued on the average basis. He requested the Forum to allow some time to file the bill revision proposal . The Forum decided to keep the next hearing on 07/03/2009.
4. On 07/03/2009 both the parties were present. Nodal Officer filed bill revision copy and stated that an amount of Rs. 87556.65 will be given as credit in the next bill due to be issued to the consumer. The copy of the revision bill proposal was given to the consumer for his opinion. The consumer did not raised any objection on the proposed revision bill filed by the Nodal Officer.
5. On going through documents filed by both parties, we observed that Distribution Licensee has given electricity supply to the consumer for the residential purpose and the meter installed bears Sr.No. 019551357 . Till June 2008 Distribution Licensee has issued the bills as per reading recorded by the above said meter.

We further observed that on 05/07/2008 the above meter was replaced by a new meter bearing Sr.No. 07356034. This change in meter was not taken into consideration while issuing bills from July 2008 onwards. On the CPL, the initial and final reading shown for the period July 2008 to December 2008 is one and the same as 134165. The Distribution Licensee has issued bills on average basis (2198 Units per month) to the consumer showing meter status as NORMAL or RNT. The Nodal Officer has accepted the mistake and shown his readiness to give credit of Rs. 87556.65 in the future bills of the consumer. On going through the details of the bill revision proposal filed by the Nodal Officer we found it in order. The consumer has also not raised any objection over the bill revision filed by the Nodal Officer.

In view of above observation, since the Nodal Officer has admitted his mistake and shown his readiness to give credit of Rs.87556.65 and the consumer also agreed to the said proposal, the grievance filed by the consumer stands redressed.

ORDER

The Distribution Licensee shall issue revise bill within 30 days by giving credit of Rs. 87556.65 in the next bill/bills due to be issued to the consumer. No Interest and DPC shall be charged while issuing revise bill. Also amount paid by the consumer shall be given setoff while revising the bill.

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

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

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

Case No.(Case No: CGRF/AZ/U/182/2009/16/ **Date:-**
To,
1. The Executive Engineer (Adm.)
O/O Superintending Engineer
O & M , Urban Circle, M.S.E.D.C.L.
Aurangabad.
2. M/s Thirani Properties Pvt.Ltd.,
Gat No.342, Behind Nath Valley School,
Satara,
Aurangabad
(Consumer No. 490011302111)

Sub: Grievance incase No. (Case No:CGRF/ AZ/ U/182/2009 /16)

Please 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: 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.