

CONSUMER GRIEVANCE REDRESSAL FORUM
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD.

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

No:- CGRF/AZ/AUR/R/ 421 / 2013 /05 /

Date :-

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

Sub:- Forwarding of grievance in respect of M/s Oshiya Metals Pvt.Ltd.
Plot No.D-183, MIDC Shendra, Tq. & Dist Aurangabad..
(Consumer No. 491470366609)

Dear Sir,

Please find enclosed herewith a copy of the grievance application received by the Forum, in respect of Mrs. M/s Oshiya Metals Pvt.Ltd. Plot No.D-183, MIDC Shendra, Tq. & Dist Aurangabad...

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 12.02.2013 at 11.30 Hours.

Member/Secretary
CGRF(AZ) MSEDCL

Encl: As above

Copy to:-

M/s Oshiya Metals Pvt.Ltd.
Plot No.D-183, MIDC Shendra,
Tq .Aurangabad
Dist Aurangabad..

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, M.S.E.D.C.L., AURANGABAD.

(Case No. *CGRF/AZ/AUR/R/ 421 / 2013 /05 /*

Date of Filing: 22.01.2013

Date of Decision 14.05.2013

01) M/s Oshiya Metals Pvt. Ltd.,
Plot No. D-183, MIDC, Shendra
Aurangabad. Complainant.
(Consumer No. 4914 7036 6609)

V/s

02) The Executive Engineer (Admn.) Respondent
Nodal Office, O/O The Superintending Engineer,
O&M Rural Circle, MSEDCL,
Aurangabad.

Coram:

Shri V.B. Mantri President

Shri V.S. Kabra Member

Shri S.K.Narwade, Member/Secretary

ORDER

The complainant is consumer of respondents and has taken electricity connection for his factory situated at Plot No.D-183, MIDC, Shendra, Aurangabad. The present sanctioned contract demand and connected load of the complainant are 70 KVA and 800 KW respectively. The said connection was released by respondent in the month of January 2011.

Prior to release of present HT connection, the complainant has taken a LT connection of 60 KW at the above premises. The said connection was taken for construction purpose of factory building. The consumer No. of said LT

connection was 4914 7036 6609 and the same was permanently disconnected after release of ht connection, i.e. in the month of January 2011.

The complainant further submit that at the time of taking LT connection of 60 KW, he has paid Rs. 80,000/- (Rs. Eighty thousand only) towards security deposit.

It is further submitted that the complainant has paid all the bills regularly and there was no dispute regarding payment of the bill till the month August 2010. The final & previous readings shown on the bill for the month of August 2010 was 11243 & 8770 respectively. The complainant has paid the said bill of Rs.36170/- on 18.09.2010.

The complainant was in receipt of the bill for the month of Sept.2010 which was issued for 1381 units showing meter status as INACCS. The photo shown on the bill did not show any reading. On inspecting the meter, the complainant notices that the meter was not showing any display.

That, after noticing this defect, the complainant contacted the concerned Junior Engineer of MSEDCL at his Chikalhana office and brought this fact to his notice. The concerned Engineer visited the site and noticed that meter was not showing any reading. After carrying out inspection, he assured the complainant that the said defective meter will be replaced immediately. & the complainant was asked to pay the bill and further assured that the excess amount will be adjusted in next bill. The complainant therefore paid the said bill of Rs.19870/- on 21.10.2010.

The complainant was shocked to receive a bill of Rs. 3,02,374/- for the month of October 2010. In spite of no meter reading (meter status shown as INACCS) the total unit consumption on the bill was shown as 23234 units. The previous and final reading shown on the bill was 11243 and 34477.

The complainant again contacted the Jr. Engineer and as per his advice submitted a letter to A.E. on 22.11.2010 and requested him to issue a corrected bill after testing of meter and further requested him to replace the meter. The A.E. assured that after testing the meter, the revise bill will be issued.

The respondent continued to issue the bills for the month of November 2010 & December 2010 on average basis as there was no display on the meter.

As per assurance given by concerned Engineer to issue revise bill on average basis and to avoid disconnection threat, the complainant has paid Rs. 1,50,000/- .

At the time of release of 11kv HT connection, the respondent asked complainant to deposit the balance payment and again assured that after testing of meter, the disputed bill will be settled. On the assurance given by respondent, the complainant paid Rs.1,61,220/- on 29.12.2010.& Intimation of payment under protest was given to respondent.

That, after depositing the said amount towards disputed bill, 11kv HT connection was released to the complainant in the month of January 2011. However respondent did not issued final bill nor the security deposit amount was refunded or adjusted in future bills. Therefore the complainant prayed that :-

- 01) The respondent may be directed to provide complete CPL of the LT connection bearing consumer No. 4991 4703 66609.
- 02) The respondent may be directed refund security deposit amount of Rs.80,000/- along with interest at the rate of 18 %.
- 03) The respondents may be directed to issue average bill for the period Sept.2010 to Dec.2010 as the meter was not showing any display.
- 04) The respondent may be directed to issue final bill after revising the bills for the month of Sept.2010 to Dec.2010.
- 05) The respondent may be directed to adjust/refund excess amount paid by the complainant in future bills.

The respondents in his reply submitted that:-

- 01) The proposal for refund of security deposit amount of Rs.80,000/- is under process in Division Office Rural Division, Aurangabad.
- 02) The bill issued for the period Sept.2010 to Oct.2010 was as per meter reading and correct.
- 03) The bill issued to the consumer in the month of Sept.2010 and Dec.2010 is correct and as per reading.
- 04) The amount paid by the consumer is not excess and it is as per the bill.

The Forum pursued the records submitted by complainant and respondent.

The Forum also pursued with the CPL submitted by respondent with reply.

The bill issued for the month of Sept. 2010 is of 23234 units which is as per normal reading recorded amounting Rs. 3,04,119=68. In the past month i.e. Sept.2010 bill was issued with meter status as INACCSABLE

and in the month of Dec. 2010 also the bill is issued with INACCESSABLE STATUS. of Zero Unit. The average bills with RNA/INACCESSABLE STATUS issued from date of supply to date of permanent disconnection are adjusted time to time in the next billing when the consumer is billed on normal status i.e. as per actual meter reading. The Excessive/Abnormal bills issued in the month of Oct.2010 is as per actual meter reading which is accumulated due to non-recording of proper meter reading in every month. However the bill issued is of the electricity consumed by the complainant.

The Forum pursued with the CPL it is observed that the respondent Company has failed to record actual meter reading on the meter in every month. The respondent has shown the meter status as INACCESSABLE /RNA etc. and some times recorded assumed reading which is on lesser side without visiting the installation.

The respondent has already handed over the CPL to the complainant at the time of hearing and submitted that refund of security deposit is in process. Though the respondent has agreed the refund of Security Deposit is in process however there is abnormal delay for the refund. The complainant has constantly followed up with the respondent for the refund.

Therefore, the Forum issued the following order.

ORDER

- 01) The complaint is partially allowed and respondent is directed to refund security deposit with the interest as per MSEDCL Rules within one month.**
- 02) The respondent has to cost Rs. 5000/- for delay in refund of Security Deposit and non-recording of actual meter reading. and liabilities are to fixed on the responsible.**
- 03) The complaint disposed off.**

Sd/-
(V.S.Kabra)
Member

Sd/-
(S.K. Narwade)
Member/Secretary

Sd/-
(V.B Mantri)
Chairperson

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

Old Power House Pr`emises, Dr. Ambedkar Road, Aurangabad. Phone
No.23361720

No. CGRF/AZ/Aur/R/421/2013/05

Date :-

To,

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

02) M/s Oshiya Metals Pvt. Ltd.,
Plot No. D-183, MIDC, Shendra
Aurangabad.
(Consumer No. 4914 7036 6609)

Sub:- Grievance in Case No. CGRF/AZ/Aur/R/ 421 /2012/05

Please find enclosed herewith a copy of 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.

Encl: As above

Member/Secretary,
CGRF(AZ) MSEDCL,
Aurangabad

Copy submitted with respect to:-

The Chief Engineer(AZ)
MSEDCL, Aurangabad.

Contact details of:

The Electricity Ombudsman,
Plot No.12, Shrikrupa, Vijaynagar, Chhaoni, Nagpur – 440 013

Phone No.(Office) (0712) 20 22 198 (E-mail – cgrfnz@gmail.in)

