

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD

(Case No. CGRF/AZ/AUR/U/88/2008/09).

Shri Jagannath Shambhuprasad
Plot No. 10, Suyog Colony,
Padampura Aurangabad.
(Consumer No. 490010307144)

Consumer Complainant.

V/s

**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION
COMPANY LTD. Urban Circle, Aurangabad.**
The Distribution Licensee.

Date:- 12.02.08

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

INTERIM ORDER

The consumer has filed an application for passing interim order for reconnection of his residential supply which has been disconnected by the Distribution licensee without giving any prior notice and without issuing regular monthly bills .

The grievance of the consumer was admitted as per Regulation No. 6.5 of Maharashtra Electricity Regulatory Commission The hearing on the application of the consumer was kept on 12.2.08.

On the date of hearing Shri S. G. Pawar , Nodal Officer of Distribution Licensee and consumer Shri S.J.Shukla were present. On hearing both the parties, we observed that D.L. has not issued monthly regular bills to the consumer and further without giving any notice the supply of the consumer has been disconnected due to non payment of the bills. Prima-facie, we are of the opinion that the action of disconnecting the supply of the consumer taken by the Distribution Licensee is wrong and violation of provisions mentioned in the Electricity Act 2003.

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Therefore in the interest of justice and as per provision No.6.5, of the Regulation 2006, the Forum hereby direct the D.L. to reconnect the electricity supply within 24 hrs from the date of this order.

(H.A.Kapadia)
Member

(A.N.Sonwane)
Member/Secretary

(V.A.Hambire)
President

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

Case No. CGRF/AZ/AUR/U /88/ 2008/09

Date of Filing: 05.02.2008

Date of Decision: 18.03.2008

**Shri Jagannath Shambhuprasad,
5-14-25, Suyog Colony,
Aurangabad.**

(Consumer No. 490010307144)

The 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 V.G.Joshi

Member secretary

Sub: Grievance under the Maharashtra Electricity

**Regulatory Commission, (Consumer Grievance
Redressal Forum and Ombudsman) Regulations
2006.**

The consumer complainant has filed it's grievance in Annexure "A" on 05.02.2008 under Regulation No.6.10 of the Regulation 2006. A copy of the grievance was forwarded on 08.02.2008 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.

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“2”

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

The electricity connection for residential purpose has been released in the name of his father who is not alive and at present he is the user of electricity provided by the Distribution Licensee (hereinafter referred to as D.L.) The D.L. has sent him regular monthly bills, till January 2006 showing the meter status as “Faulty” ,which he has paid. He has also brought this fact to the notice of the concern officer of the D.L. His faulty Meter was replaced by the D.L. and a bill of Rs.16610/- was issued to him. His request for issuing the correct bill was unheard and his supply was disconnected without giving any notice. He therefore filed his grievance and requested the Forum to direct the D.L. to reconnect his supply by way of passing an interim order and to issue him revised bill.

On the application of the consumer for directing the D.L. to reconnect the electricity supply of his residence, hearing was fixed on 12.2.08. On the date of hearing, the Nodal Officer Shri S.G. Pawar filed an application for grant of time extension which was not accepted by the Forum. On hearing the consumer, the Forum, on 12.2.08, passed an interim order directing the D.L. to reconnect the electricity supply of the consumer within 24 hrs. and the next date of hearing was kept on 26.2.08.

On 26.2.08, both consumer and Nodal Officer were present. Nodal Officer filed his response on the grievance of the consumer. In his reply the Nodal Officer stated that due to charging of average bill during the period March 06 to August 07, bill for accumulated reading of 2216 units was issued to the consumer in the month of Sept.08. He further stated that after bifurcating the units, a revised bill showing credit of Rs.8533/- has been prepared. The Nodal Officer was asked to explain the bill revision details to the consumer and was asked to file the meter replacement report before 29.2.08 and the matter was kept for decision.

On going through the material placed before the Forum, we observed that the D.L. has issued a bill of Rs.16610/- in the month of Feb. 08 which includes bill of Rs.1100.40 for 345 units consumption for the period 10.12.07 to 10.1.08 and balance as arrears. On going through the Consumer Personal Ledger (CPL) we observed that since April.2003 to Feb.2006 the status of the meter has been shown as “MT CHG” i.e. meter change.

The consumer, during all above period of three years was issued minimum bill for meter bearing Sr. No. 07972189. The meter of the consumer was replaced in the month of March 2006 by new meter bearing Sr. No.00000301 . However again for the period March 2006 to August 07 (18 months) , the bills were issued showing the meter status as “FAULTY”. From the reading for the month of Sept. 2007, it is revealed that the said meter was in working condition as accumulated bill of 2207 units was issued to the consumer. The Forum is surprised to observe that since Feb.2003 to August 2007 the consumer was issued bills on either minimum or average basis and no action, to record the consumption, correctly and to issue the bill as per actual consumption, was made by the D.L.

The Nodal Officer in his reply has stated that the accumulated bill of 2207 units are bifurcated and credit of Rs.8533/- has been given to the consumer. The consumer has also accepted the revision in the bill and the matter was resolved amicably.

ORDER

- 1.** The D.L. shall issue revised bill within 30 days. No interest and delayed payment charges shall be levied in the revised bill.
- 2.** Distribution licensee shall pay Rs.250/- towards compensation to the consumer within 30 days.

Inform the parties and close the case.

(H.A. Kapadia)
Member

(V.G. Joshi)
Member Secretary

(V.A.Hambire)
Chairman

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

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

Case No. CGRF/AZ/AUR/U /88/ 2008/ 09/

Date;-

To,

1. The Executive Engineer (Adm.)
O/O Superintending Engineer
O & M , Urban Circle, M.S.E.D.C.L.
Aurangabad.
- 2) Shri Jagannath Shambhuprasad,
5-14-25, Suyog Colony,
Aurangabad.
(Consumer No. 490010307144)

Sub: Grievance in case No.CGRF/AZ/AUR/U/88/2008/09
regarding electricity duty.

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.

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

ग्राहक गा-हाणे निवारण मंच
महाराष्ट्र राज्य विद्युत वितरण कंपनी मर्यादित
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जुने पावर हाऊस, पोलीस आयुक्तालयासमोर, डॉ.बाबासाहेब आंबेडकर रोड, औरंगाबाद.- ४३१ ००१

No. CGRF/AUR/AZ/U/88/2008/09/

Date:-

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

Sub :- Non compliance of CGRF order.

Ref: Consumer's application dt.21.05.2008
(Case No. CGRF/AZ/AUR/U /88/ 2008/ 09)

Please find enclosed herewith the copy of the letter received from **Shri S. J. Shukla, (Occupant) Shri Jagannath Shambhuprasad, (Consumer), 5-14-25, Suyog Colony, Aurangabad. (Consumer No. 490010307144)** for non compliance of CGRF order .

You are requested to report the compliance immediately.

Encl: A/A

Copy S.W. R. to:-

1. Chief Engineer (AZ)
MSEDCL Aurangabad.

Copy to:-

2) Shri S.J.Shukla, (Occupant)
Shri Jagannath Shambhuprasad, (Consumer)
5-14-25, Suyog Colony,
Aurangabad.

