

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

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

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No,CGRF/AZ/U / 188 / 2009 / 22 /

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 Shri Radhavallabh  
R.Dhoot, Mangrish,Padampura, Near Youth Hostel,  
Aurangabad. (Consumer No. 490010513895).

Dear Sir,

Please find enclosed herewith a copy of the grievance  
application received by the Forum from Shri Radhavallabh  
R.Dhoot, Mangrish,Padampura, Near Youth Hostel,  
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 03/03/2009 at 12=00 Hrs.

Encl: As above

**Member/Secretary**  
**CGRF(AZ) MSEDCL**  
**Aurangabad.**

Copy to:-  
Shri Radhavallabh R.Dhoot,  
Mangrish,Padampura,  
Near Youth Hostel,  
Aurangabad.

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

( Case No: CGRF/ AZ / U / 188 / 2009 / 22 )

**Date of Filing:** 25.02.2009

**Date of Decision:** 25.03.2009

**Shri Radhavalabh R.Dhoot  
Adalat Road, Aurangabad  
( Consumer No. 490010513895 )**

**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 Shri Radhavalabh Dhoot , Padampura , Aurangabad. has filed his grievance in Annexure "A" before this Forum on 25.02.09, under Regulation No. 6.10 of the Regulations 2006. The grievance of the consumer 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 03.03.09

The grievance of the consumer, as per consumer, is as stated below :-

1. The consumer has taken electricity supply for residential purpose from the Distribution Licensee (hereinafter referred to as D.L.) . He contended that till August 2008, D.L. has issued bills as per meter reading , however from Sept.08 onwards no meter reading was taken and all the bills thereafter were issued on average consumption basis. On 8.12.08 , he submitted complaint regarding incorrect bills with the concern office of the D.L. but since no cognizance of his complaint was taken , he filed his grievance in the Forum and requested the Forum to direct the D.L., to issue correct bill as per meter reading and without levying interest and DPC amount and also requested to direct the D.L. not to disconnect his supply till disposal of his grievance filed before the Forum.
2. On 3.3.09, consumer representative Shri Sidheshwar Ghandge was present. Nodal officer Shri Rathore along with Shri Gaikwad, Dy.Ex.Engineer, Chavani sub division was present on behalf of D.L. Nodal officer filed application for grant of time extension for filing his reply. Forum, on going through the bills observed that the bills issued to the consumer are not as per actual consumption and therefore directed the D.L. not to disconnect the electricity supply of the consumer till disposal of his grievance filed before the Forum. The next hearing in the matter was kept on 7.3.09.
3. On 7.3. 09, consumer representative and Nodal officer were present. Nodal officer filed his reply on the grievance and accepted that the incorrect bills were issued to the consumer. He also stated that credit of Rs. 28954=56 will be given in the next bill due to be issued to the consumer. The copy of the revised bill and reply filed by the Nodal Officer was given to the consumer representative who did not raise any objection on the revision proposed by the Nodal Officer . The matter was therefore kept for decision.
4. On going through the documents filed before the Forum by both the parties, we observed that From Oct.08 onwards the bills issued to the consumer shows initial and final reading as **27380** and **27380** and the status has been shown as **INACCE & FAULTY**. It alternatively means that the bills were issued without taking meter reading. The Nodal officer has accepted his mistake and proposed credit of Rs. 28954=56 in the next bill. On going through the bill revision sheet filed by the Nodal officer we found that the credit amount proposed is correctly calculated as per present tariff and prevailing rules.

In view of above observation , we are of the opinion that the D.L. has issued incorrect bills based on average basis instead of actual consumption. Since the D.L. has rectified the incorrect bills considering the actual meter reading and has agreed to give credit of Rs. 28954=56 , the grievance of the consumer stands redressed

## **ORDER**

The Distribution Licensee is directed to give Rs. 28954=56 credit and issue rectified bill , if not already done, within 30 days.

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

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**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 /188/ 2009/ 22/**

**Date:-**

**To,**

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

**2. Shri Radhavallabh R.Dhoot,**  
**Adalat Road,**  
**Aurangabad.**  
**(Consumer No.490010513895)**

**Subject :- Grievance Case No.CGRF/AZ/AUR/U/188/2009/22**

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: As above**

**Copy submitted w.r.to:-**  
**The Chief Engineer(AZ)**  
**MSEDCL,Aurangabad.**

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**