

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/91/2008/12

Date :-

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

Sub:- Forwarding of grievance in respect of Shri Rajendrakumar
Manikchand Deoda, Rly.station Road,Aurangabad.
(Consumer No. 490010023740)

Dear Sir,

Please find enclosed herewith a copy of the grievance application received by the Forum from Shri Rajendrakumar Manikchand Deoda, Rly.station Road,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 of the grievance is fixed on 18.03.08 at 11.30 hrs.

Member Secretary
C.G.R.F. Aurangabad.

Encl: As above

Copy to:-
Shri Rajendrakumar Manikchand Deoda,
Rly.station Road,
Aurangabad..

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

(Case No. CGRF/AZ/AUR/U/ 91/ 2008/ 12)

Date of Filing: 4.3.08
Date of Decision: 4.4.08

Shri Manikchandra S.Deoda

5-9-19/1, Railway Station Road

Aurangabad. Consumer Complainant.

V/s

Maharashtra State Electricity Distribution Co.Ltd.

Urban Circle, Aurangabad.

Coram:

Shri V.A.HAMBIRE	Chairman
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.

1. The consumer has filed his grievance in Annexure "A" before this Forum on **04.03.2008** under regulation No. 6.10 of the Regulations referred to above. A copy of the grievance was forwarded on 04.03.08 to the Nodal officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Urban Circle , Aurangabad with a request to furnish his response on the grievance within a period of fifteen days and hearing in the matter was fixed on **18.3.08**.

“2”

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

The consumer has commercial connection at above address having consumer No. as 490010023740. Due to the construction work carried over at the place, on 21.09.2005 , he requested the Distribution Licensee (hereinafter referred to as D.L.) to disconnect the electricity supply temporarily .The consumer has further stated in his grievance that the D.L. has removed the meter and kept at his place only. The reading at the time of temporary disconnection of power supply was 06430 . On 3.1.08, he requested the D.L. to reconnect the supply and shown his readiness to pay the bill. The D.L. has issued him bill of Rs. 10290/ and of Rs. 25/ towards reconnection charges which he has paid on 4.1.08. In spite of constant follow up , as his meter was not reconnected, he issued legal notice through his advocate. He therefore filed this grievance in the Forum and requested the Forum to direct the D.L. to reconnect his supply immediately and to revised his bill as per rule.

On 18.03.08, Shri Deodal was present. Nodal officer Shri S.G.Pawar was present on behalf of D.L. He filed his reply and stated that the supply has been reconnected on 12.3.08 , however he did not mentioned anything about the grievance of the consumer regarding excess bill. The Nodal officer was directed to file parawise reply before next hearing which was kept on 27.3.08

On 27.3.08, Nodal officer was absent. No response was submitted by the Nodal officer as directed during last hearing. The hearing was therefore proceeded Ex-parte. The consumer contended that in spite of no electricity connection released, the said bill was issued to him by the D.L. On enquiry by the Forum, he told that he has not submitted test report for the electrical installation of his place to the concerned office of the D.L. The consumer was directed to submit the test report of license electrical contractor in the concerned office of the D.L. and to submit of copy of acknowledgement of same in the Forum .The next hearing was kept on 2.4.08.

“3”

On 2.4.08, both the parties were present. Nodal officer filed letter along with CPL of the consumer. He stated that the bill of the consumer has been revised and an amount of Rs. 6665/ will be adjusted in the energy bill due to be issued for the month of April 2008. The consumer filed copy of the test report filed in the office of Jr.Engineer, Railway station unit and stated that no acknowledge of the test report submitted by him was given by the concerned office. He further stated that the supply has been extended from meter to his place by the D.L. The matter was kept for decision.

On going through the documents filed by both the parties , we observed that the consumer has submitted application on 21.09.2005 requesting the D.L. to disconnect his supply due to the construction activities he desires to carry out at his place. From the endorsement given on the application of the consumer it is observed that the representative of the D.L. disconnected the supply and handed over the meter to the consumer. The date and reading mentioned is 21.9.05 and 06430 respectively.

On the request of the consumer for reconnection of supply, the D.L. issued him bill of Rs. 10290/ for period 10.11.07 to 10.12.07 and of Rs. 25/ towards reconnection charges. The consumer has paid both the bills. The D.L. even after collecting payments did not reconnected the supply till the consumer filed his grievance in the Forum . The Nodal officer in his response , filed on 18.3.08, stated that supply of the consumer was reconnected on 12.3.08 but did not mentioned anything about the grievance regarding bill of Rs. 10290/ .

We further observed that on the request of the consumer the supply was temporarily disconnected on 21.9.05. It is pertinent to note that the bills shows remark as “ No Meter” i.e. meter not on spot, however 72 units were found shown as average consumption per month which shows gross negligence on the part of D.L. The Nodal officer in his reply filed on 2.4.08, accepted the mistake and shown his readiness to revised the bill by giving crediting Rs.6665/ paid in excess by the consumer. The Nodal officer failed to clarify and file the details of the revision proposed by him. Hence is not accepted by the Forum.

“3”

In view of above observation, the Forum hereby passed following order.

ORDER

1. The Distribution Licensee shall issue revised bill to the consumer for fixed charges only for the period Oct.05 to March 08 within 30 days from the date of this order.
2. No interest & DPC charges shall be levied in the bill revised as above.
3. The Distribution licensee shall pay Rs. 300/ towards compensation for harassment to the consumer and for delay in reconnecting the supply of the consumer.

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, औरंगाबाद.

जुने पावर हाऊस, पोलीस आयुक्तालयासमोर, डॉ.बाबासाहेब आंबेडकर रोड, औरंगाबाद.- ४३१ ००१ फोन नं.(०२४०) २३३६१७२

Case No. CGRF/AZ/AUR/U /91/ 2008/12/

Date:-

To,

- 1. The Executive Engineer (Adm.)
O/O Superintending Engineer
O & M , Urban Circle, M.S.E.D.C.L.
Aurangabad.**
- 2. Shri Rajendrakumar Manikchand Deoda,
Rly.station Road,
Aurangabad.
(Consumer No. 490010023740)**

Sub: Grievance in case No.CGRF/AZ/AUR/U/91/2008/12

**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**

