

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

Case No: CGRF/AZ/R/131/2008/52

Date:-

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

Sub:- Forwarding of grievance in respect of M/s Kaygaon Paper Mills Ltd., Gut No. 184, Village Kaigaon, Tal. Gangapur, Dist. Aurangabad. (Consumer No. 490019007020)

Dear Sir

Please find enclosed herewith a copy of the grievance application received by the Forum from M/s Kaygaon Paper Mills Ltd., Gut No. 184, Village Kaigaon, Tal. Gangapur, Dist.Aurangabad

You are requested to submit your parawise reply on the grievance within 15 days from the date of this letter

The hearing in this matter is kept on 30/09/2008 at 11=30 Hrs.

Member/Secretary
Consumer Grievance Redressal Forum,
MSEDCL (AZ) Aurangabad.

Encl As above.

Copy to :
M/s Kaygaon Paper Mills Ltd.,
Manisha, Behind UTI Bank,
Adalat Road, Aurangabad.

**BEFORE THE CONSUMER GRIEVANCE REDESSAL FORUM
AURANGABAD ZONE, AURANGABAD.**

(Case No: CGRF/AZ/ AUR / R / 131 / 2008 / 52)

Date of filing: 15.09.2008

Date of Decision: 03.10.2008

**M/S Kaygaon Paper Mills Ltd.
Village Katgaon, Tal.Gangapur
Aurangabad.
(Consumer No.490019007020)**

**The consumer
complainant.**

Vs.

**Maharashtra State Electricity Distribution Co.Ltd.
Rural Circle, Aurangabad.**

**The Distribution
Licensee.**

Coram :

**Shri V.A.Hambire :
Shri H.A.Kapadia:
Shri A.N.Sonwane:**

**Chairman
Member
Member Secretary**

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

The consumer complainant **M/S Kaygaon paper Mills Ltd.** Gut No.184, Village Kaygaon, Tal. Gangapur, Dist.Aurangabad has filed its grievance in annexure "A" on 15.09.08 under Regulation No.6.10 of the Regulation 2006 through its Director Shri H.Y.Kunte. A copy of the grievance was forwarded on 15.9.08 to the Nodal Officer and Executive Engineer (Adm.) , in the office of the Superintending Engineer , M.S.E.D.C.L. Rural Circle, Aurangabad with a request to furnish his response within 15 days from the date of receipt of the letter and the hearing in the matter was fixed on 30.09.08 .

Case No.2008/52

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

1. The contention of the consumer is that he is the existing HT consumer of the Distribution Licensee (hereinafter referred to as D.L.) and is connected on 33kv supply from a Non express feeder. As per revised tariff effective from 1st June 2008, the unit charges for HT consumers connected on express feeders are Rs. 4=30 per unit and Rs. 3=95 for HT consumers connected on non express feeder. However the D.L., for the month of June 2008 , issued him bill at the rate of Rs. 4=30 per unit even though the tag on the bill discloses that the industry is on non express feeder. The consumer further contended that he received bills from July 08 onwards with the unit rate as Rs. 3=95, however in spite of his constant follow up the bill for the month of June 08 was not revise and therefore he filed this grievance in the Forum and requested the Forum to direct the D.L. to refund the excess amount paid by him along with interest.
2. On 30.09.08, i.e. on the date of first hearing , consumer representatives Shri Hemant Y.Kunte & Shri Bhamre were present. Nodal officer Shri J.G.Jaiswal along with Shri Kardile, Accounts officer and Shri M.B.Shastry were present on behalf of D.L. Nodal officer filed his reply on the grievance of the consumer and stated that the excess amount paid by the consumer against the bill for the month of June 08 has been adjusted in the bill issued to him for the month of Sept.08. He further stated that an amount of Rs. 189974=00 has been adjusted in the bill for the month of Sept.08 and further requested to the Forum to dismiss the grievance of the consumer as the same has been settled.
3. On going through the documents filed by the consumer complainant and the Nodal officer , we observed that for the month of June 08, D.L. has issued bill to the consumer by charging unit rate at the rate of Rs. 4=30 per unit where as all future bills discloses that the unit rate charged is Rs. 3-95 per unit. The Hon'ble commission vide its order in case No. 72 of 2007 dt. 31.05.08 has revised the tariff w.e.f. 1st June 2008. On going through the tariff details, we observed that the unit rate for consumers connected on express feeder is Rs. 4=30 per unit whereas it is Rs. 3=95 per unit for consumers connected on non express feeder.

“3”

We further observed that D.L. has issued the bill at the rate of Rs. 4=30 per unit, assuming consumer is on express feeder , however all bills issued after July 2008 shows unit charges as Rs. 3-95 per unit. The Nodal officer , in his reply also admitted the mistake and adjusted the excess amount of Rs. 1,89,974/ in the bill issued for the month of Sept.08. During the hearing the calculation details of this amount was explained to the consumer by the Nodal officer. The consumer has accepted the same and has not raised any objection. However the consumer insisted for payment of interest over the said amount.

Looking to the above observations, as the dispute regarding unit charges has been settled between the parties, we are of the opinion that the consumer is liable to receive the interest over the excess amount paid by him from the date of payment .

Hence following order.

ORDER

- 1. The Distribution Licensee shall pay interest at the rate approved by the Reserve Bank Of India from the date of payment of excess amount till the date of issue of bill for the month of Sept.08**

The D.L. and the consumer shall comply the above order and report compliance to the Forum.

Inform both the parties and close the case.

(H.A.Kapadia)
Member

(A.N.Sonwane)
Member Secretary

(V.A.Hambire)
Chairman

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औरंगाबाद परिमंडळ औरंगाबाद.

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

Case No. CGRF/AZ/AUR/R /131/ 2008/52/

Date;-

To,

- 1. The Executive Engineer (Adm.)
O/O Superintending Engineer
O & M , Rural Circle, M.S.E.D.C.L.,
Aurangabad.**
- 2. M/S Kaygaon Paper Mills Ltd.
Village Kaigaon, Tq.Gangapur
Aurangabad.
(Con.No.490019007020)**

Sub: Grievance in case No.CGRF/AZ/AUR/R/131/2008/52

**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,

Member/Secretary
Consumer Grievance Redressal Forum,
MSEDCL (AZ) Aurangabad

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**

