

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/103/2008/24/

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 of Shri Ghanshamdas
Tikamdas, Machlikhadak, Chowk Bazaе,Aurangabad.
(Consumer No.490010010451)

Dear Sir

Please find enclosed herewith a copy of the grievance application received by the Forum from Shri Ghanshamdas Tikamdas, Machlikhadak,Chowk Bazar, Aurangabad (Consumer No. 490010010451).

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

The hearing of the grievance is fixed on date 13.05.2008 at 13.00 Hrs.

You are also requested to be present along with the concerned in charge at the time of hearing.

Encl As above.

Copy to:- Shri Ghanshamdas Tikamdas,
Machlikhadak, Chowk Bazar,
Aurangabad.

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

(Case No. CGRF/AZ/U/103/ 2008/ 24)

Date of Filing: 28.04.2008

Date of Decision: 20.05.2008

**Shri Ghanshamdas Tikamdas
Machali Khadak, Chowk
Aurangabad.
(Consumer No. 490010010451)**

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 **28.04.2008** under regulation No. 6.10 of the Regulations referred to above. A copy of the grievance was forwarded on 28.04.2008 to the Nodal officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Urban Circle, Aurangabad. The hearing in the matter was kept on 13.5.08
- 2.. The grievance of the consumer, in brief, as per consumer, is as stated below..

The consumer is having two numbers of connections for his shop, out of which one is in use and other one is not in use.

“2”

The consumer number for the meter which was not in use is 4900100104517 . The consumer was paying the bills of both the meter regularly. The consumer contended that in spite of non use of electricity , since last few months , he was issued bills based on average basis. He has made several complaints with the D.L. for issuing revised and correct bill, however since no heed was given to his complaint , he filed his grievance in the Forum requesting the Forum to direct the D.L. to issue the correct bill.

3. On the date of first hearing, i.e. on 13.5.08, consumer Shri Gujarathi was present. Nodal officer Shri S.G. Pawar was present on behalf of D.L. Nodal officer filed his response on the grievance of the consumer . In his response he stated that the consumer was charged wrongly for 983 units due to faulty average. and a credit of Rs.5820/- is given in February 2008. However in December 2007 again average of 248 units is given. Now the bill of the consumer is revised and credit of Rs. 1635/ has been given in the revised bill.
4. On hearing both the parties and on going through the documents filed by both the parties, we observed that in spite of no use of electricity , the D.L. has issued the bills to the consumer based on average basis. The Nodal officer in his response has revised the bill and given credit of Rs. 1635/.
5. Looking to the above observation, we are of the opinion that as there was no use of electricity , the D.L. should have issued the bills for fixed charges only. Now as the D.L. has revised the bill and given credit of Rs. 1635/, the grievance of the consumer stands redressed.

ORDER

1. As the bill of the consumer has been revised by the Distribution Licensee, the grievance of the consumer stands redressed.

Inform the parties and close the case.

(H.A.Kapadia)
Member

(V.G.Joshi)
Member Secretary

(V.A.Hambire)
Chairman

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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 /103/ 2008/ 24/

Date:-

To,

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

**Shri Ghanshamdas Tikamdas,
Machali Khadak, Chowk,
Aurangabad.
(Consumer No.490010010451)**

Subject :- Grievance Case No.CGRF/AZ/AUR/U/103/2008/24

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**