

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD.

Case No. CGRF / AZ / AUR / Urban / 568 / 2015 / 31

Date of Admission 04.12.2015

Date of Decision 02.02.2016

Shri Prakash N. Malkhare, COMPLAINANT.
R/o Kishore Kunj, Vishram Baug,
Padampura, Dist. Aurangabad.
Consumer No.(490012503790)

VERSUS.

1. Superintending Engineer, RESPONDENT
Urban Circle, Nodal Officer,
MSEDCL, Aurangabad.

CORAM:-

Shri Dr.Bhaskar .G. Palwe Chairman

Shri U.M. Urkude, Member/Secretary

Shri Vilaschandra .S.Kabra Member.

Redressal Decision :-

The complainant Shri Prakash N. Malkhare, Kishore Kunj, Vishram Baug , Padampura, Dist. Aurangabad is a consumer of

Mahavitaran having consumer No. 490012503790. The Complainant has filed a complaint against the respondent, Executive Engineer (Admn) Nodal Officer, Urban Circle, M.S.E.D.C.L. Aurangabad in Schedule " A " of the Maharashtra Electricity Regulatory Comission

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(Consumer Grievances Redressal Forum and Electricity Ombudsman) Regulation, 2006 on 03.12.2015.

The brief details of the complaint are as under :-

The complainant has taken a electrical connection from the Respondent on 05.07.2010 for the construction purpose on a plot No. 32, F Sector, Cidco, Aurangabad owned by him . The meter installed bears a Sr.No. D 3442955 . The complainant has submitted that after release of the electrical connection , no meter reading was taken by respondent for 42 months i.e. from July 2010 to January 2014, in spite of meter being in working condition . All the bills were issued by showing meter status as either RNA / TNT / Faulty / In access .

The respondent issued bill in the month of February 2014 for 518 units. The initial and final reading shown were 10343 and 10861 respectively. This means that the meter was in working condition and recording the consumption of electricity used by the complainant. The bill for the months afterwards were issued without taking meter reading i.e. on average basis. The status of the bill on August 2014 is shown as normal which once again mentions that the meter was in working condition.

The complainant has submitted that in spite of assurance to issue correct bill as per meter reading ,no action was taken by M/s. GTL Ltd. Who was appointed as Franchises by M.S.E.D.C.L. for Aurangabad Urban Circle. The complainant also filed his grievance before I.G.R.C. formed by M/s. GTL on 12.09.2014,however no hearing was conducted nor any order was passed by M/s. GTL Ltd.

After termination of contract between M.S.E.D.C.L. & M/s. GTL the complainant was in receipt and disconnection notice was issued on dt. 21.01.2015, by M.S.E.D.C.L. The complainant therefore once again filed his grievance in the office of Addl. Executive Engineer, Garkheda, Sub-Division, Aurangabad on dt. 30.01.2015 .

The complainant filed his grievance application before I.G.R.C. of M.S.E.D.C.L. on 04.02.2015 , since no cognizance was taken by the Assistant Executive Engineer , Garkheda. The I.G.R.C. passed on order to Addl. Executive Engineer , Garkheda to issue corrected bill within 10 days on 19.06.2015 as per the commercial tariff instead of tariff for temporary connection. The complainant as per direction of I.G.R.C. , has paid Rs. 1,00,000/- and got his supply reconnected. However after a lapse of 5 months from the issue of order by I.G.R.C. , the order was not complied and the bill was not revised.

In view of the above submissions, the complainant has prayed as under :-

- 1) The complaint may be admitted and allowed.
- 2) The respondent may be directed to issue revised bill as per actual meter reading and as per commercial tariff from date of connection without levying interest and delayed payment charges.
- 3) The respondent may be directed to pay compensation of Rs. 100/- per week for not recording regular monthly reading for 42 months.
- 4) The respondent may be directed to pay compensation of Rs. 5000/- towards mental harassment and cost.
- 5) Any other relief as deemed fit by Honorable Forum.

**Say of Executive Engineer (Admn) Nodal Office, Urban Circle,
MSEDCL, Aurangabad.**

- 1) The respondent, Executive Engineer (Admn) vide letter dtd. 15.12.2015 has submitted to the forum that consumer has applied on 01.06.2015 with M.S.E.D.C.L. for electricity supply for construction purpose as on that period the consumer applicable for temporary connection tariff as M.E.R.C. tariff order 2010 hence the consumer billed on temporary tariff since date of connection and in the M.E.R.C. tariff 2012 the consumer using supply for construction purpose convert from temporary to commercial.

The respondent has submitted that the revision of the bill for tariff change from temporary to commercial since August 2012 to October 2015 is done by revision ID - 3003885 for Rs. 45689/- credit.

M/s. GTL disconnected the power supply of the consumer from July 2013 to April 2015. The meter reading was not available to the meter reader previously. However M/s. GTL has taken 10343 as final reading of the consumer and debit adjustment of Rs. 165018.89/- is charged for the period in which reading not available and progressive reading feed on 10343 units during the month of October 2013 by feeding B-46 in billing system. The average consumption charge to the consumer during the period on July 2010 to November 2011 on RNA / RNT status and October 2013 to January 2015 in access status that the lock credit of Rs. 24885.48 and Rs. 11140.57/- released on average billing period.

The consumer supply was disconnected from September 2013 to April 2014, due to disconnection of the electric supply that the meter reading was not visible to the meter reader. Therefore consumer was billed on in in access and zero unit on normal status. Consumer was billed on normal status from the date of disconnection .

In view of the above the respondent has requested to dismiss the consumers application.

Observations of Consumer Grievances Redressal Forum.

- 1) The respondent has issued bills to the consumer by showing meter status as either RNA / RNT / Faulty / In access . No No meter reading was taken by respondent for 42 months i.e. From July 2010 to January 2014 in spite of meter being is working condition.
- 2) The respondent has revised the bill and the complainant. Therefore the bill for the month of December 2015 of Rs. 220150 required to be quashed. The respondent shall issue correct revised bill to the consumer.

In view of the submissions of the respondent and complainant and the observations made by this forum. The forum is issues the following order.

ORDER

- 1) The complaint is allowed.
- 2) The M.S.E.D.C.L. shall issue revised corrected bill as per guidelines from the date of connection without levying interest and delay payment charges.
- 3) The M.S.E.D.C.L. shall pay compensation of Rs. 100/- per week for not recording regular monthly reading for 42 months period as per M.E.R.C./ SOP guidelines.
- 4) M.S.E.D.C.L. shall pay Rs. 2000/- towards mental harassment and cost.
- 5) Compliance of the order shall be reported within 30 days.

Sd/-
Dr. Bhaskar.G. Palwe
Chairman

Sd/-
Vilaschandra.S. Kabra
Member

Sd/-
U.M. Urkude.
Member / Secretary

