

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 /U / 114 / 2008 / 35/

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 Madhavlal Shamlal Sarosiya , H.No.2-13-98, Pandariba ,Aurangabad
(Consumer No. 490010692382)

Dear Sir

Please find enclosed herewith a copy of the grievance application received by the Forum from Shri Madhavlal Shamlal Sarosiya , H.No.2-13-98, Pandariba , Kelibazar , Aurangabad.

The consumer has requested for passing an interim order for not to disconnect his supply on account of non receipt of bills.

You are requested to submit your reply on the grievance Of the consumer at the time of hearing .

The hearing in this matter is kept on 8th July 2008 at 11=00 hrs.

Encl As above.

Copy to :
Shri Madhavlal Shamlal Sarosiya
H.No.2-13-98, Pandariba ,Kelibazar
Aurangabad

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD

(Case No: CGRF/AZ / U / 114 / 2008 / 35)

Date of Filing: 03.07.2008

Date of Decision: 29.07.2008

Shri Madhavlal S. Sarosiya
KeliBazar, Aurangabad.

(Consumer No. 490010692382)

The Consumer Complainant.

Vs

Maharashtra State Electricity Distribution Co.Ltd.
Urban Circle, Aurangabad.

The Distribution Licensee.

Coram:

Shri V.A.Hambire

President

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.

The consumer complainant , **Shri Madhavlal S. Sarosiya** KeliBazar, Aurangabad has filed his grievance in Annexure "A" before this Forum on 03.07.08 , under Regulation No. 6.10 of the Regulations 2006. A copy of the grievance was forwarded on 03.07.08 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 within (15) fifteen days from the date of receipt of the letter and the hearing in the matter was fixed on 01.07.2008.

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

1. The consumer has taken electricity connection for residential purpose and has paid regular monthly bills issued by the Distribution Licensee (hereinafter referred to as D.L.) till April 2006. The consumer contended that he has not received any bills thereafter till May 2008. He has submitted applications to the concerned office of the D.L. for issuing regular bills which was unheard. In the month of May 2008, he received a bill amounting to Rs. 41070/ showing average consumption of 451 units for the period Oct.07 to March 08. The consumer further contended that his average consumption is @ 100-125 units per month . Since no cognizance of his grievance was taken by the D.L. , he filed this complaint in the Forum and requested the Forum to direct the D.L. to revised the bill and issue correct bill as per meter reading.
2. On the date of first hearing, i.e. on 08.07.08, consumer Shri Madhavlal Sarosiya was present . Nodal officer filed an application through Shri Borade, Asst. Engineer for grant of time extension. Since the bill of Rs. 41070/ issued to the consumer , on prima facie seems to be incorret, the Forum directed the D.L. not to disconnect the electricity supply of the consumer till disposal of the grievance and to submit his reply before the next date of hearing which was kept on 22.7.08.
3. On 22.7.08, both the parties were present. Nodal officer Shri Rathore filed his reply on the grievance of the consumer and stated that the bill of the consumer has been revised and credit of Rs. 7393/ has been given in the revised bill. The copy of the revise bill was handed over to the consumer for his say. The consumer stated that the revised bill is not accepted to him as no interest and penal charges are deleted from the same.
4. We have gone through the complaint filed by the consumer , the reply submitted by the Nodal office and the copy of the revised bill proposed to be issued to the consumer. On going through above documents we observed that the consumer has paid bill for the month of April 2006 for Rs. 315.96 on 08.05.06.

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5. The details of bills issued to the consumer from May 2006 onwards are as under.

Month	Initial reading	Final reading	Difference units	Remark
May 06	4230	4631	401	-
June 06	4631	4631	127	On average
to Dec.06				
Jan.07	4631	4666	31	
Feb.07	4666	6802	2136	
March 07				
to April 07				
April 07	6802	6802	359	On average
May.07	6802	7335	533	
June 07	7335	7372	37	
July 07	7372	7372	451	On average
To April 08				
April 08				
May 08	7372	7410	38	

We further observed that the meter bearing Sr.No. 148122 was replaced by the D.L. on 03/04/2008. At time of replacement, the status of the old meter was shown as working. On going through the C.P.L. of the consumer, we observed that monthly meter readings were not taken by the D.L. regularly. Even though the meter was in working conditions, the bills to the consumer were issued on average basis. The consumer filed various applications to the D.L. for issuing of correct bill as per meter reading, however as no heed was given to his complaint, he filed this grievance in the Forum.

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In view of above observation, we are of the opinion that the bills of the consumer are required to be revised from June 2006 till the date of replacement of old meter. Since there is no dispute regarding consumption recorded by the new meter, we have considered same as correct. The initial reading on the old meter in June 2006 was 4631 and that in May 2008 is 7410. The difference of above two readings (7410-4631= 2779 units) are therefore required to split into 23 months. Hence the following order.

ORDER

1. The Distribution Licensee shall issue revised bill for the period June 2006 to 3.4.08.(date of replacement) by splitting the consumption of 2779 units over the period of 23 months .
2. No interest and penal charges shall be levied in the revised bill.

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

(V.G.Joshi)
Member Secretary

(V.A.Hambire)
Chairman

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औरंगाबाद परिमंडळ, औरंगाबाद.

Old Power House Premises, Dr.Ambedkar Road, Aurangabad. Phone No.23361720

No,CGRF/AZ/AUR/U/114/2008/35/

Date :-

To,

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

2) Shri Madhavlal Shamlal Sarosiya,
House No.2-13-98.
Pandariba, Kelibazar,
Aurangabad.

Subject :- Grievance in Case No.CGRF/AZ/AUR/U/114/2008/35

Please find enclosed herewith a copy of the 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: As above

Contact details of the Electricity Ombudsman,

**The Electricity Ombudsman,
Maharashtra Electricity Regulatory Commission,
606-608, Keshava Building,Bandra Kurla Complex,
MUMBAI -400 051
TELEPHONE No. (022) - 26590339**

