

**ग्राहक गा-हाणे निवारण मंच**  
**महाराष्ट्र राज्य विद्युत वितरण कंपनी मर्यादित**  
**औरंगाबाद परिमंडळ, औरंगाबाद.**

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Old Power House Premises, Dr.Ambedkar Road, Aurangabad. Phone: 0240-2336172

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**Case No: CGRF/AZ/AUR/U/133/2008/54/**

**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 Dr,Mrs. Madhuri Vishnukumar Tekwani,Shri Sai Hospital,House No 5-6-3, CTS No 2591,Opp. Police Head quarter,Kotwlura pura Aurangabad. (Consumer No.490011802050)

**Dear Sir**

Please find enclosed herewith a copy of the grievance application received by the Forum from Dr,Mrs. Madhuri Vishnukumar Tekwani, Shri Sai Hospital,House No 5-6-3,CTS No 2591,Opp. Police Head Quarter, Kotwlura pura Aurangabad.

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 14.10.2008 at 11.30 Hrs.**

**Encl As above.**

**Member/Secretary,**  
**CGRF(AZ) MSEDCL,Aurangabad.**

Copy to:-  
Dr,Mrs. Madhuri Vishnukumar Tekwani,  
Shri Sai Hospital,  
House No 5-6-3,CTS No 2591,Opp.  
Police Head quarter,Kotwlura pura,  
Aurangabad.



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

1. The consumer has taken three phase electricity supply from the Distribution Licensee (hereinafter referred to as D.L. ) for her hospital situated at above address. In view of expansion she had applied for 30 Kw load and the same was sanctioned and released by the D.L. In the month of June 2008, she received a bill showing fixed charges as Rs.5625/. She made verbal enquiry with the concern office of the D.L. and was told that due to introduction of new tariff, the fixed charges are increases and hereinafter she will have to pay Rs. 150/ KVA as fixed charges. The consumer further contended that as per the new tariff order , the D.L. should have charged 40% of the sanctioned load in KVA which works out to Rs. 2250/ . In her grievance filed before the Forum, she also contended that she has submitted an application for reduction in load from 30 Kw to 20 Kw. on 21.07.08 with the concern office of the D.L. alongwith A-1 form etc., however since no cognizance of her application was taken by the D.L. she filed this grievance in the Forum and requested the Forum to direct the D.L.to issue correct bill and to adjust the extra payment along with interest in the future bills.
2. On 14.10.08, i.e. on the date of first hearing, consumer’s authorized representative Dr. V.R. Tekwani was present. Nodal officer Shri Rathore was present on behalf of D.L. He filed his response on the grievance of the consumer and stated that as the no test report was submitted by the consumer along with her application the application for load reduction could not be proceeded. The Nodal officer further stated that the consumer has submitted the test report only after a letter in this regards was issued by the concern Dy. Ex. Engineer of D.L. The Nodal officer was asked to submit the inspection report & CPL of the consumer and the matter was kept for decision.
3. We have gone through the documents filed by the consumer, the response filed by the Nodal officer, the inspection report and the CPL of the consumer. On going through the said documents , we observed that due to change in tariff which came into effect from 01.06.08, the rate for fixed charges for consumers having sanction load more than 20 Kw were changed to Rs.450/ to Rs. 150/ KVA.

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On going through the CPL , we further observed that , Rs. 5625/ was charged as fixed charges in the bill of June 2008. The said amount was worked out after converting 30 KW sanctioned load into KVA and applying rate of Rs. 150/KVA. On going through the tariff order we observed that the said bill is not correct as the same is not in accordance with the tariff order approved by the M.E.R.C. The D.L. should have charged fixed charges as 40% of KVA load i.e. Rs. 2250/ only as against Rs. 5625/

4. We further observed that consumer has applied for reduction in load from 30 Kw to 20 Kw and the said application was acknowledged by the D.L. on **21.07.08**. It has been further observed that on receipt of consumer's application, Jr. Engineer Power House has visited the premises on **26.08.08** and inspected the meter and connected load. In his report & before Sr.No. 11 , Result of Accucheck, , he wrote “ spot inspection for load reduction from 30 KW to 20 Kw. There was no adverse remark about excess load ( above 20 Kw.) nor about installation & performance of the meter has been mentioned in the same report. The Nodal officer when asked about details of KVA recorded by the meter as the same is of T.O.D. type, he stated that he is unable to submit the same as reading of same has not been taken by the concern employee of the D.L.
5. We are of the opinion that the bill for the month of June 08 showing fixed charges as Rs. 5625/ is wrong as the same is not in accordance with Tariff order. Further the as per provision mentioned in the Standard Of performance the D.L. has to give effect of load reduction after one billing cycle. Therefore all the bills issued after August 2008 are required to be revise and Rs. 450/ is required to be charged as fixed charges per month.

In view of above observations we pass following order .

### **ORDER**

1. **The D.L., for the month of June 2008 , Shall issue revise bill to the consumer considering the fixed charge as Rs. 2250/ PM**

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2. **The D.L. shall revise all the bills issued after August 2008 considering fixed charges as Rs. 450 / month.**
3. **The excess amount paid by the consumer shall be adjusted in the next bill due to be issued to the consumer along with interest rates approved by Reserve bank Of India.**

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.**

Old Power House Premises, Dr.Ambedkar Road, Aurangabad. Phone No.2336172

No,CGRF/AZ/AUR/U/133/2008/54/

Date :-

To,

- 1) The Executive Engineer ( Administration)  
O/O Superintending Engineer ( O & M )  
M.S.E.D.C.L. Urban Circle,  
Aurangabad.
- 2) Dr. Mrs. Madhuri V. Tekwani  
CTS No.2591, Kotwalpura,  
Aurangabad.  
(Consumer No.490011802050)

**Subject :- Grievance in Case No.CGRF/AZ/AUR/U/133/2008/54**

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

**Member/Secretary**  
**CGRF(AZ) MSEDCL,**  
**Aurangabad.**

**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**  
**TEL. No. (022) - 26590339**

