

**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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No,CGRF/AZ/U/117/2008/38/

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 Abhaykumar  
Zhumberlal Kasliwal R/o Ghrushneshwar Society, Gomtesh  
Market,Aurangabad.(Consumer No. 490010459815) .

Dear Sir,

Please find enclosed herewith a copy of the grievance  
application received by the Forum from Shri Abhaykumar  
Zhumberlal Kasliwal R/o Ghrushneshwar Society, Gomtesh  
Market,Aurangabad.

The consumer has requested the Forum to pass Interim order  
for reconnection of the supply.

The hearing on passing of Interim Order will be held on  
Tuesday 29<sup>th</sup> July 2008 at 12.30 Hours.

You are requested to submit your reply at the time of hearing.

Encl: As above

Copy to  
Shri Abhaykumar Zhumberlal Kasliwal  
R/o Ghrushneshwar Society, Gomtesh Market,  
Aurangabad.

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

( Case No. CGRF / AZ /AUR /U / 117 / 2008 / 38 ).

**Shri Abhaykumar Z. Kasliwal**  
Gomtesh Market ,  
Aurangabad.  
( Consumer No. 490010459815)

**Consumer Complainant.**

V/s

**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION  
COMPNAVY LTD. Urban Circle,Aurangabad.**

**The Distribution Licensee.**

**Date:- 29.07.2008**

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

**INTERIM ORDER**

The consumer has filed an application for passing interim order for reconnection of his residential supply which has been disconnected by the Distribution licensee without giving any prior notice and without redressing grievance of the complainant .

The grievance of the consumer was admitted as per Regulation No. 6.5 of Maharashtra Electricity Regulatory Commission The hearing on the application of the consumer was kept on 29.07.08.

On the date of hearing , Shri G.S.Rathore , Nodal Officer of Distribution Licensee and consumer **Shri Abhaykumar Z.Kasliwal** were present. The Nodal officer admitted that the bills issued to the consumer are not correct and filed a copy of the revised bill amounting Rs.1363/ to be issued to the consumer .

Cont:

“2”

On hearing both the parties, we observed that the bills were issued on average basis and no cognizance of complaint filed by the consumer was taken by the D.L. The electricity supply of the consumer was cutoff by the D.L. without giving any notice to the consumer.

In view of the above observations and in the interest of justice and as per provision No.6.5, of the Regulation 2006, the Forum hereby direct the D.L. to reconnect the electricity supply within 24 hrs. from the date of this order.

( H.A.Kapadia)  
Member

( V.G. Joshi )  
Member/Secretary

(V.A.Hambire)  
President

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

( Case No: CGRF/AZ / U / 117 / 2008 / 38 )

**Date of Filing: 25 / 07 / 2008**

**Date of Decision: 25 / 08 / 2008**

**Shri Abhaykumar Z.Kasliwal**  
**Gomtesh Market,**  
**Aurangabad.**  
**( Consumer No. 490010459815)**

The Consumer Complainant.

Vs

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

**The Distribution Licensee.**

**Coram:**

|                         |                         |
|-------------------------|-------------------------|
| <b>Shri V.A.Hambire</b> | <b>President</b>        |
| <b>Shri H.A.Kapadia</b> | <b>Member</b>           |
| <b>Shri A.N.Sonwane</b> | <b>Member secretary</b> |

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

The consumer complainant , **Shri Abhaykumar Z. Kasliwal**, r /o of Gomtesh Market , Aurangabad has filed his grievance in Annexure “A” before this Forum on 25.07.08 , under Regulation No. 6.10 of the Regulations 2006. A copy of the grievance was forwarded on 25.07.08 to the Nodal Officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Urban Circle, Aurangabad . The hearing on the grievance of consumer for was kept on 12.08.08.

Case No. 117 /38

Page No.01/ 4

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

The consumer has taken electricity connection for residential purpose for his flat No.15 , situated at Grushneshwar Housing Society , Gomtesh market Aurangabad. The consumer contended that he is residing in the same building at Flat No. 3 and the said flat No. 15, is being used by her daughters for study purpose. He has paid all the bills issued to him by the Distribution Licensee ( hereinafter referred to as D.L.) till January 2007. In the month of Feb.07 , he received a bill in which the meter reading shown was incorrect.. He filed complaint with the concerned office of the D.L. against this incorrect bill however no cognizance of his complaint was taken by the D.L. He further contended that no bills thereafter were issued to him and in the month of Nov. 07, his supply was disconnected without giving any notice. The consumer requested the Forum to direct the D.L. to issue correct bill and also filed a separate application for issuing orders for reconnection of electricity supply by way of passing interim order.

The application of the consumer for passing interim order was heard on 29.07.08. Both the parties were present. On prima-facie, Forum observed that the bills issued to the consumer are incorrect and no notice of disconnection was issued by the D.L. which is mandatory requirement as per provision { section No.56 (2) }of the Electricity Act 2003. The Forum therefore passed an interim order directing the D.L. to reconnect the electricity supply of the consumer within 24 hrs.

On date of hearing i.e. on 12.08.08, both the parties were present. Nodal officer filed his reply on the grievance of the consumer and submitted revise bill of Rs. 1363/ due with the consumer till June 2008. The copy of the reply along with bill was given to the consumer for filing his say. The consumer contended that at the time of replacement of meter , the final reading of old meter was wrongly taken by the representative of the D.L. as 24829 as against actual 24629 and therefore does not agreed with the revised bill issued by the D.L. The consumer further stated that the D.L. has issued him bills of meter installed for other consumer in the same building.

“3”

On going through the documents filed by both the parties , we observed that D.L. has issued monthly bills for the period Jan.08 to May 08 , based on average basis ( 361 units) . The consumer has filed his complaint against this wrong bills with the concerned office of the D.L. on 9.1.08, however no heed to his complaint was given by the D.L. and instead revising the bill , the D.L. disconnected the supply of the consumer on account these wrong bills.

The Forum further observed that , as per section 56 (2), 15 days disconnection notice is required to be issued to the consumer. The action of D.L. is violation of provisions of the E.I. Act 2003.

The D.L. has filed copy of revised bill amounting Rs.1363/ due to be issued to the consumer. On going through the said bill we observed that the said revised bill includes interest and DPC charges. As the previous bills issued by the D.L. are incorrect & wrong , inclusion of interest and DPC charges in the revised bill, in our opinion , is incorrect and hence cannot be accepted .

As regards to issue related to wrong reading taken by the representative of the D.L. at the time of replacement of old meter, the Nodal officer, during the hearing dt. 12.8.08 , was directed to either produce the old meter or submit the meter replacement report for confirmation of final reading. However Nodal officer showed his inability to produce the same before the Forum nor submitted the meter replacement report. The Forum has therefore no other option but to accept the contention of the consumer that the meter reading at the time of replacement of old meter was 24629 and not 24829 as mentioned in the bill and CPL.

The consumer's contention that D.L. has issued him bill for the meter number 743595 is also accepted as the meter inspection report dt.11.01.08 filed by the Nodal officer reveals that the meter installed at the consumer premises bears Sr. No. 743590 and not 743595.

In view of the above observations, we are of the opinion that the consumers complaints need to be redressed and he is liable for compensation for inconvenience and violation of provisions of Electricity Act 2003.

“4”

**ORDER**

1. All the bills issued after Feb.2008 are hereby cancelled.
2. The Distribution Licensee shall issue revise bill within 30 days to the consumer . No interest , DPC or penal charges shall be levied in the said bill.
3. The D.L. while issuing revise bill , as above , shall consider the final reading of the meter bearing Sr.No.743590 as 24629
4. The Distribution Licensee shall pay compensation of Rs. 500/ to the consumer within 30 days for violation of provisions of Electricity Act 2003.

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

**Inform the parties and close the case.**

**(H.A.Kapadia)**  
**Member**

**( A.N.Sonwane)**  
**Member Secretary**

**(V.A.Hambire)**  
**Chairman**

CaseNo.117/38  
Page No.04 / 4

**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 No.23361720

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No,CGRF/AZ/AUR/U/117/2008/38/

Date :-

To,

- 1) The Executive Engineer ( Administration)  
O/O Superintending Engineer ( O & M )  
M.S.E.D.C.L. Urban Circle,  
Aurangabad.
- 2) Shri Abhaykumar Z.Kasliwal,  
Gomtesh Market,  
Aurangabad.  
(Consumer No. 490010459815)

**Subject :- Grievance in Case No.CGRF/AZ/AUR/U/117/2008/38**

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**