

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

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

No,CGRF/AZ/U / 194 / 2009 / 28

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 submitted by Shri D.R.Irale Patil,
Gaurav Plaza., Nirala Bazar,Aurangabad.

Dear Sir,

Please find enclosed herewith a copy of the grievance application received by the Forum from Shri D.R.Irale Patil, Gaurav Plaza, Nirala Bazar,Aurangabad.

The consumer has requested the Forum to pass an interim order in his matter. You are requested to submit your reply on the grievance at the time of hearing..

The hearing in this matter is kept on 24.03.2009 at 13=30 Hrs.

Encl: As above

Member/Secretary
CGRF(AZ) MSEDCL
Aurangabad.

Copy to:-
Shri D.R.Irale Patil,
Gaurav Plaza., Nirala Bazar,
Aurangabad.

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

Case No: CGRF/ AZ / U / 194 / 2009 / 28)

Date of Filing: 20.03.2009

Date of Decision: 28.04.2009

**Shri Damodhar R.Irale Patil
Flat No.76, Gaurav Plaza
Samarthnagar, Aurangabad
(Consumer No. 490011668990)**

Consumer Complainant.

V/s

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

The Distribution Licensee.

Coram:

Shri V.A.Hambire President

Shri H.A.Kapadia Member

Shri P.A.Sagane Member secretary

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

The consumer complainant, Damodhar R .Irale Patil, Flat No.76, Gaurav Plaza, Samarthnagar, Aurangabad has filed his grievance in Annexure "A" before this Forum on 20.03.2009, under Regulation No. 6.10 of the Regulations 2006. The grievance of the consumer was registered in this office at Sr.No. 194/2009/28 and the same was forwarded to the Nodal Officer, (Adm.) in the office of the Superintending Engineer, O&M Urban Circle, Aurangabad and hearing in the matter was kept on 24.03.09.

The grievances of the consumer , as per consumer, is as under:-

1. The consumer has taken electricity supply for his residential purpose and is paying the electricity bills issued by the Distribution Licensees (hereinafter referred as D.L.) regularly. The consumer contended that he has received a bill for the month of March 2008 showing consumption of 530 units which was not as per meter reading . He has filed complaint about the excess bill with the concern office of the Distribution Licensees, however no cognizance of his complaint was taken by the D.L. The consumer further contended that the D.L. has issued wrong bills for the period April 2008 to February 2009 and in spite of his follow up, letters and legal notice, the bills were not revise. He therefore filed his grievance in the Forum and requested the Forum to direct the Distribution Licensees to issue revise bill as per his consumption and to pay compensation for mental torture and harassment.
2. On 24/03/2009, i.e. on the first day of hearing, consumer Shri D.R.Irale Patil was present. Nodal Officer Shri G.S.Rathor alongwith Shri Khandare, Executive Engineer Urban Division No.I., Aurangabad were present on behalf of D.L. Nodal Officer filed his reply on the grievance and admitted that due to replacement of meter on 18/03/2008 wrong bills were issued to the consumer. He also submitted copy of the revise bill and stated that credit of Rs.2232/- will be given in the bill for the March 2009. The copy of the revision bill was given to the consumer who has accepted the revision but insisted to pay compensation for metal torture and harrasment. After hearing both the parties in details, the matter was kept for decision.
3. On going through the documents filed by both the parties, we observed that the D.L. has released electricity connection to the consumer for residential purpose and installed a meter bearing Sr.No. 60238 for recording energy consumption. It is observed that there was no dispute regarding consumption till Feb.2008. The D.L. has replaced the above said meter on 18/03/2008 by a new meter bearing Sr.No. 827631. The representative of the D.L. has recorded final reading of old meter (Sr.No.60238) as 3269 in place of actual reading of 2367. The D.L., without rectifying the mistake, continued to issue wrong bills till Feb.2009. On going through the meter replacement report, CPL and spot inspection report dated 01/11/2008, we observed that the consumption for the period 18/03/2008 to 28/02/2009 is 763 – 1=762 units which is required to be bifurcated over above mentioned period i.e. for 11 months.

In view of above observation we are of the opinion that the grievance filed by the consumer is correct and needs redressal. The bill revision proposal, filed by the Nodal Officer, showing credit of Rs. 2232/- is found to be in order.

Hence following orders.

ORDER

1. The Distribution Licensees shall give credit of Rs.2232 in the next bill/bills due to be issued to the consumer
2. The Distribution Licensees shall pay Rs.500/- to the consumer towards mental torture and harassment.

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.Kapdia)
Member

(P.A.Sagne)
Member Secretary

(V.A.Hambire)
President

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महाराष्ट्र राज्य विद्युत वितरण कंपनी मर्यादित
औरंगाबाद परिमंडळ.

जुने पावर हाऊस, पोलीस आयुक्तालयासमोर, डॉ.बाबासाहेब आंबेडकर रोड, औरंगाबाद.-

No. Case No. CGRF/AZ/AUR/U /194/ 2009/ 28/

Date:-

To,

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

2. Shri Damodar R.Irale Patil
Flat No.76, Gaurav Plaza
Samarthnagar, Aurangabad
(Consumer No. 490011668990)

Subject :- Grievance Case No.CGRF/AZ/AUR/U/194/2009/28

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.

Encl: As above

Copy submitted w.r.to:-
The Chief Engineer(AZ)
MSEDCL,Aurangabad.

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)

