

**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

---

No,CGRF/AZ/U / 195 / 2009 / 29

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 Mrs. Nirmala Omprakash  
Rathi , Flat No. 5/6 Krishna Residency , Behind LIC office,  
Adalat Road, Aurangabad..

Dear Sir,

Please find enclosed herewith a copy of the grievance application received by the Forum from Mrs. Nirmala Omprakash Rathi , Flat No. 5/6 Krishna Residency , Behind LIC office, Adalat Road, 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 14=00 Hrs.

Encl: As above

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

**Copy to:-**  
Mrs. Nirmala Omprakash Rathi ,  
Flat No. 5/6 Krishna Residency ,  
Behind LIC office, Adalat Road,  
Aurangabad..

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

( Case No: CGRF/ AZ / U / 195 / 2009 / 29 )

**Date of Filing:** 20.03.2009

**Date of Decision:** 18.05.2009

Mrs. Mangala Omprakash Rathi,  
Flat No.5/6, Krishna Residency,  
Behind LIC Office, Adalat Road,  
Aurangabad  
( Consumer No. 490011624267 )

**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 Mrs. Mangala Omprakash Rathi, Aurangabad. has filed his grievance in Annexure "A" before this Forum on 20.03.09, under Regulation No. 6.10 of the Regulations 2006. The grievance of the consumer was registered in the office at Sr.No. 195 /2009/29 and 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 24.03.2009

Case No. 195 / 29

Page No. 1 / 03

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

1. The consumer has taken electricity supply for residential purpose at Flat No.5/6, Krishna Residency, Behind LIC Office, Adalat Road, Aurangabad from the Distribution Licensee (hereinafter referred to as D.L.).The consumer contended that she was paying the energy bill regularly issued by Distribution Licensee, there was no dispute regarding electricity bill till Feb.2008. In the month of March 2008, she received a bill showing the current meter reading as 456 and previous reading 9035 and average for 122 units was charged. The consumer brought to the notice of D.L. immediately and requested to issue the correct bill, the consumer received the average bill showing faulty status average for the month of April 2008, consumer received the average bill of 122 units showing faulty status during April 2008. She filed complaint regarding incorrect bill with the concerned office of the D.L. however no cognizance of the complaint was taken by the D.L. She requested to the Forum to direct D.L. to issue the corrected bill as per meter reading and pass the interim order not to disconnect power supply till the decision of the Forum. She further requested to the Forum to pass the order to refund excess amount recovered by the D.L. along with the interest.
2. On dated 24/03/2009, the consumer was absent. Nodal Officer Shri G.S.Rathor, was present, Nodal Officer had filed application for adjournment .Next hearing was kept on 08.04.2009.
3. On 08.04.2009, consumer representative Shri Anil Bhambre was present Nodal Office Shri G.S.Rathor, alongwith Shri Joshi, was present. Nodal Officer did not filed any reply, however he stated that the bills are issued wrongly and required to the revise bill . The Nodal Officer is directed to submit bill revision proposal along with the related documents before 15/04/2009. and further directed not to disconnect the power supply of the consumer till the final disposal of the grievance. The next hearing is kept on 15/04/2009.
4. On 15/04/2009 consumer was absent. Nodal Officer filed his reply and submitted the bill revision proposal. He further stated that the meter of the consumer was replaced on dated 20.03.2008 with final reading as 9035, the meter replacement report was not recorded in CPL due to which the wrong bills were issued for the month of March & April 2008. He submitted the proposal for revision of bill showing credit of Rs. 56780=73 was given. However regarding the credit of

DPC and Interest the proposal has been submitted for approval to the Higher Authority. Forum heard Nodal Officer in details and matter taken for decision.

5. On going through the documents placed before us by both the parties, we observed that D.L. has issued the energy bills correctly upto February 2008. On dated 20.03.208 the old meter of the consumer (No.186077) was replaced and new meter bearing (No. 838564) was installed with initial reading 1 and final reading 009035. The meter replacement report was not consider while issuing the bills for the month of March to May 2008 and wrong bills were issued to the consumer during above period. As per CPL the meter reading of new meter recorded as 494 units as such the bill of  $(494 - 1) = 493$  units is required to be charged to the consumer during above period. Inspite of the consumers written complaints on dated 25.08.2008 and 09.03.209 the bills were not corrected and he has to file the complaint before this Forum.
6. In view of above we are of the opinion that the D.L. has issued the wrong and incorrect bills for the month of March to May 2008.to the consumer which should be revised cosnidering the meter replacement report. The complaint of the consumer is correct and need to be redressed.

### **ORDER**

1. The Distribution Licensee to withdraw the energy bills issued during March to May 208 and issue the revise bill of 493 units for above period.
2. No interest, DPC or penal charges shall be levied in the said bill.
3. Previous payment made by the consumer should be credited before issuing the revise bill.

The D.L. and 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**

**(P.A.Sagane)**  
**Member/Secretary**

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

Case No. 195 / 29  
Page No. 03 / 03

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

जुने पावर हाऊस, पोलीस आयुक्तालयासमोर, डॉ.बाबासाहेब आंबेडकर रोड, औरंगाबाद.- ४३१ ००१

**Case No. CGRF/AZ/AUR/U /195/ 2009/ 29/**

**Date:-**

**To,**

- 1. The Executive Engineer (Adm.)  
O/O Superintending Engineer  
O & M , Urban Circle, M.S.E.D.C.L.  
Aurangabad.**
- 2. Mrs.Mangala Omprakash Rathi,  
Flat No. 5/6 Krishna Residency,  
Behind LIC Office, Adalat Road,  
Aurangabad.  
(Consumer No.490011624267)**

**Subject :- Grievance Case No.CGRF/AZ/AUR/U/195/2009/29**

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**

