

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 / 217 / 2009 /51 /

Date :-

To,
The Executive Engineer (Administration)
O/O Superintending Engineer ,
O&M UrbanCircle , M.S.E.D.C.L.,
Aurangabad.

Sub:- Forwarding of grievance in respect Dr.Vinay Barhale, Shanti
Nursing Home,Kanchanwadi, Paithan Road, Aurangabad.
(Consumer no. 490320000821)

Dear Sir,

Please find enclosed herewith a copy of the grievance application received by the Forum from Forwarding of grievance in respect Dr.Vinay Barhale, Shanti Nursing Home,Kanchanwadi, Paithan Road, Aurangabad. (Consumer no. 490320000821)

The consumer has requested for passing an interim order for not to disconnect his supply on account of incorrect bill issued by Distribution Licensee.

You are requested to submit your para wise reply on the grievance at the time of hearing. The hearing in the matter will be held on 02.06.2009 at 13=00 Hrs.

Encl: As above

Member/Secretary
CGRF(AZ) MSEDCL
Aurangabad.

Copy to:-

Dr.Vinay Barhale, Shanti
Nursing Home, Kanchanwadi,
Paithan Road, Aurangabad.

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

Case No. CGRF/AZ/AUR/U /217/ 2009/51

Date of Filing: 28.05.2009

Date of Decision: 26.06.2009

**Dr.Vinay Barhale
Shantini Nursing Home
Kanchanwadi,Aurangabad.**

Consumer Complainant.

V/s

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

Corum:	Shri V.A.Hambire	President
	Shri H.A.Kapadia	Member
	Shri P.A.Sagne	Member/Secretary

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

The consumer complainant Dr.Vinay Barhale has filed this grievance in Annexure "A" before this Forum on **28.05.09** under Regulation No. 6.10 of the Regulations 2006. The grievance of the consumer was registered in this office at Sr.No. 217/2009/51 and 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 09/06/2009

“2”

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

1. The consumer has taken three phase supply for his nursing home at Kanchanwadi, Paithan Road, Aurangabad. Beside having the three phase supply for commercial purpose, he has also taken one single phase connection for his watchman quarter. The consumer contended that in the month of Oct.2005, the cable through which the single phase supply was given to watchman quarter was cut down by a vehicle. Since the supply was not reconnected by the Distribution Licensee (herein after referred to as D.L.), he has extended the supply from existing three phase meter to watchman quarter. The consumer further contended that he has not received bills for the single phase meter since Jan.06. However in the month of January 2009, he received bill for Rs. 11660/ for the said single phase meter. He filed complaint with the Jr.Engineer's office at Railway station unit office. Since no cognizance of his complaint was taken by D.L., consumer filed this complaint in the Forum and requested the Forum to direct the D.L. to cancel the bill and to remove the meter from his premises.
2. On 09.06.09, i.e. on the date of first hearing, consumer representative Mrs. Anuradha Barhale was present. Nodal officer Shri G.S.Rathore was present on behalf of D.L. Nodal officer filed his reply and stated that the meter was faulty and there was no use of power from above meter. Consumer representative stated that the meter is under disconnection due to non availability of supply and presently power is extended from existing three phase connection to the watchman quarter. On observing that the supply to watchman quarter is being fed from commercial meter, Forum explained her about the tariff difference. Mrs. Barhale, expressed her desire to continue with the existing single phase meter and requested the Forum to direct the D.L. to reconnect the meter instead of removing the same. Since Nodal officer did not file spot inspection report , he was directed to file the same before 12.6.09 and the matter was kept for decision.
3. On going through the documents placed before us and on going through the spot inspection report submitted by Nodal officer on 10.6.09 and the CPL of the consumer , we observed that the single phase meter bearing Sr.No. 48135 was installed for recording consumption of watchman quarter (residential use) and the same was not in use since Dec.2005.

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The supply to the watchman quarter was extended from existing three phase meter provided for Nursing home (commercial use). The Jr. Engineer in his spot inspection report has also confirmed the non use of meter and recommended to revise the bill by charging fixed charge only.

In view of above observation, we are of the opinion that since the meter was not in use, the consumer shall be issued monthly bills by charging fixed charges only.

Hence following order.

ORDER

- 1. The bills issued by the Distribution Licensee since Dec.05 are quashed.**
- 2. The Distribution Licensee is directed to issue revise bill for fixed charges only from Dec.2005 till today within 30 days.**
- 3. The Distribution Licensee is directed not to charge any interest or penalty in the revised bill. The payment made by the consumer shall be given set off while revising the bill.**
- 4. The Distribution Licensee is directed to reconnect the meter immediately by providing necessary cable/ wire etc.**

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**

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औरंगाबाद परिमंडळ औरंगाबाद.

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

No. Case No. CGRF/AZ/AUR/U /209/ 2009/ 43/

Date:-

To,

1. Dr. Vinay Barhale
Shanti Nursing Home
Kanchwadi,Aurangabad.
2. The Executive Engineer (Adm.)
O/O Superintending Engineer
O & M , Urban Circle, M.S.E.D.C.L.
Aurangabad.

Subject :- Grievance Case No.CGRF/AZ/AUR/U/217/2009/51

Dear Sir,

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.**

**Member/Secretary,
CGRF(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)**