

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 / 218 / 2009 /52 /

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,
B-1,Meridian Flat, Kesarsinghpura, Aurangabad.
(Consumer no. 490011588937)

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, B-1,Meridian Flat, Kesarsinghpura, Aurangabad.

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,
B-1,Meridian Flat,
Kesarsinghpura,
Aurangabad..

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

Case No. CGRF/AZ/AUR/U /218/ 2009/52

Date of Filing: 28.05.2009

Date of Decision: 26.06.2009

**Dr.Vinay Barhale
B-1, Meridian Flat
Kesarsing pura,Aurangabad.
(Consumer No. 490011588937)**

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 his 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. 218/2009/52 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 02/06/2009

CaseNo.218/09

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

1. The consumer has taken electricity supply for residential purpose at above mentioned address. Since the meter reader did not took reading regularly, he did not received regular monthly bills. The consumer contended that many times he has to visit the Distribution Licensee (hereinafter referred to as D.L.). office at Chavani for collecting the bills and has to make part payment of the bills. The consumer vide his letter dt. 21.3.06 and 20.4.07 requested the D.L. authority to issue bills as per meter reading, however since no cognizance of his grievance was taken by the D.L., consumer filed this grievance in the Forum and requested the Forum to direct the D.L. to issue correct bill as per meter reading without levying any penal charges and further requested to direct the D.L. not to disconnect his supply on account of wrong bills.
2. On 02.06.09, 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 file application for postponement of hearing and verbally stated that bill revision is pending with higher authority. On going through the record placed before us by the consumer, Forum observed that D.L. has not taken regular monthly readings and the bills issued are not as per meter readings. In view of Justice, Forum directed the Nodal officer not to disconnect the electricity supply of the consumer till disposal of his grievance filed before the Forum. The next date of hearing was kept on 9.6.09.
3. On 9.6.09, both parties were present. Nodal officer filed his reply on the grievance and submitted bill revision proposal showing credit of Rs. 22787/-. On going through the CPL , Forum observed that the meter of the consumer was replaced twice and therefore directed the Nodal officer to file meter replacement report and spot inspection report before 12.6.09 and the matter was kept for decision.

4. On going through the documents placed before us by both the parties, we observed that the electricity supply was released to the consumer for residential purpose on 8.10.2002. The meter installed bears serial No.9000158893. As per CPL submitted by Nodal officer it is reveal that the said meter was in use till March 2006. The CPL also discloses that the meter was replaced by new meter bearing Sr. No. 9000094115 during the period of March-April 2006.(correct date of replacement cannot be ascertain as meter replacement report is not filed by Nodal officer.) This meter was in use till 18.03.08 and was again replaced by meter bearing Sr. No. 837837 under Drum Project. At present this meter is used for recording the consumption of electricity at consumer premises. The bills issued till April 2005 shows Nil consumption with meter status shown as “Lock or Normal”. The inspection report also confirms that there was no use of power during above period. The bills for above period are therefore required to be revised by levying fixed charges only. The CPL of the consumer also discloses that for the period June 2005 to Oct.2005 the bills were issued by showing meter status as MT CHG (meter change) . The bills for the further period i.e. from Nov.05 to June 06 were issued showing meter status as either Faulty or locked. As regards to bills issued from July 2006 to 18.3.08, some of the bills were issued on average basis even though the meter was in working condition. All the bills for the period mentioned above are therefore requires revision. However the bills issued after installation of new meter bearing Sr. No. 837837 are issued as per meter readings.

In view of above observations we are of the opinion that the bills are required to be revised as under.

1. The bills issued till April 2005 shall be revised by levying fixed charges as there was no use of power.
2. On the basis of remark “MT CHG”(meter change) shown in the CPL in the month of June 05 , the period of installation of meter bearing Sr. No. 9000094115 is considered as June 2005 with initial reading as 0001. The reading at the time of replacement of this meter i.e on 18.3.08 was shown as 9902 in the meter replacement

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report. Hence the consumption of 9902-0001=9901 units are required to be bifurcated over a period from June 2005 to 18.3.08.

3. The meter installed on 18.3.08 bearing Sr.No.837837 with initial reading as 0001 is in use till today. The meter reading as per CPL for the month of April 2009 is shown as 2600. Since the meter is in working condition, no revision as regards unit consumption is required to be done.

In view of above observations, we are of the opinion that the grievance filed by the consumer needs redressal. The Distribution Licensee has shown utter carelessness in taking proper and timely meter reading of the meter. The consumer is therefore required to be compensated for deficiency in service on the part of Distribution Licensee.

Hence following order.

ORDER

1. The Distribution Licensee is directed to issue revised bill as clarified above within 30 days.
2. No interest and penal charges shall be levied while revising the bills.
3. The amount paid by the consumer shall be given set off while revising the bill.
4. The Distribution Licensee is directed to pay Rs. 500/ to the consumer towards mental harassment

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

No. Case No. CGRF/AZ/AUR/U /218/ 2009/ 52

Date:-

To,

1. Dr.Vinay Barhale
B-1, Meridian Flats
Kesharsingpurs
Aurangabad.
- 2 The Executive Engineer (Adm.)
O/O Superintending Engineer
O & M , Urabn Circle, M.S.E.D.C.L.
Aurangabad.

Subject :- Grievance Case No.CGRF/AZ/AUR/U/209/2009/43

Dear Sir,

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.**

**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)**

It is also reveal that the bill of the consumer was revised and credit of Rs. 14564=82 was given to the consumer. The said meter, even though was shown replaced in the month of March 2006, was in use till July 2006 and the reading shown on the meter for the month of July 2006 was 6748. As the readings, since the installation of meter were not taken correctly, it alternatively means that the total consumption from the date of connection till July 2006 is $6748-1= 6747$ units which is required to be spread over the above period of 45 months. The Nodal officer has also submitted the bill revision proposal accordingly.

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

No. Case No. CGRF/AZ/AUR/U /218/ 2009/ 52/

Date:-

To,

1. Dr. Vinay Barhale
B-1, Merician Flat ,Kesharsingpura,
Aurangabad.
(Consumer No.4901588937)

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/218/2009/52

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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)**

FROM
Hemant A.Kapadia
25, Shantineketan Coop.Hsg.Society
Nr.Shani Mandir, Aurangabad.
Phone: 0240-2333103, Mobile: 94222 05441

29.06.09

**To
The Secretary
Gujrathi Samaj Vikas Mandal
Aurangabad.**

Sub: Amendment in our constitution

Ref: Your letter dt. 25.06.09

Dear Sir,

I am in receipt of your letter under reference and expressed my sincere thanks for calling me to attend the meeting on the said subject on 29th June 2009.

As our existing constitution needs amendments for better welfare of our society, I am enclosing herewith few important suggestions which are needed to be incorporate in our constitution.

I request you to forward the same to the Constitution Amendment Committee and request you to place the same before the General Body to be held on 5.7.09 as I will not be able to attend the G.B. due to personal problem.

Thanking you

Yours Sincerely

(Hemant A.Kapadia)

Encl: A/A

SUGGESTIONS FOR AMENDMENTS IN CONSTITUTION
OF SHRI GUJRATHI SMAJ VIKAS MANDAL, A'BAD.

Various Gujrathi communities of different caste and sub caste are residing in Aurangabad . Most of them have their own trust body/ organization based on their sub caste(NYAT) and are functioning independently.

Gujrahti Samaj Vikas Mandal (G.S.V.M.) is registered Trust organization which do not represent any caste /sub caste and is the only organization and any Gujarathi residing in Aurangabad can become member of the trust by paying requisite membership fees.

SUGGESTION:

G.S.V.M. shall be considered as parent body and all other bodies (formed on the basis of sub caste) shall be treated as its affiliated body.

MANAGING COMMITTEE OF GSVM:

Considering the number of members of each community (sub caste) residing in Aurangabad , representation shall be given to them on managing body. (Details enclosed)

This will automatically avoid monopoly of one particular sub caste on the managing body. Also it will help to maintain good harmony and will strengthen the relations between all Gujrathi's living in Aurangabad.

NUMBER OF MEMBERS ON MANAGING BODY:

It is admitted fact that since the formation of GSVM, we have not added any activity other than the school (Education). If we compare the social activities carried out by other trust like Agrawal Samaj, Jain samaj, Maheswari Samaj etc. in Aurangabad city , we must admit that we are far behind them on all fronts. This undoubtedly because of lack of positive representation .

We have among us various experts from all fields , the knowledge and services of such experts are required to be capitalize & utilized by giving them chance to work for society.

FORMATION OF DIFFERENT COMMITTEES:

Even though the Provision of formation of various committees are present in present constitution, no effective efforts are made by any of the managing committee till today.

Formations of various committees shall be made mandatory in the constitution so that many activities for children's, ladies, senior citizens etc can be undertaken. Representation to all sub caste shall be given for better development.

Hemant A.Kapadia