

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD

Case No. CGRF/AZ/AUR/U/ 2005/07.

Date of Filing: 10/08/2005.

Date of decision: 09/09/2005

Mrs. Megha Vijay Bhinge -- The Consumer
r/o C-9/43 Snehnagar,Aurangabad. complainant

V/s

MAHARASHTRA STATE ELECTRICITY BOARD,
(Now known as Maharashtra State Electricity
Distribution Co.Ltd)

The Distribution Licensee.

Sub: Grievance under the Maharashtra Electricity Regulatory
Commission, (Consumer Grievance Redressal Forum
and Ombudsman) Regulation 2003.

The consumer complainant Mrs. Megha Vijay Bhinge (consumer No. 490010307403) has filed her grievance in Annexure “ A “ before this Forum on 10.08.05. under regulation No. 6.5 of the Regulation 2003. A copy of the grievance was forwarded on 11.08.05 to the Nodal officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Aurangabad with a request to furnish his response on or before 26.08.05 and hearing in the matter was fixed on 29.08.05.

The grievance of the consumer in brief is that she is residing at Govt. quarter situated at Snehnagar,Aurangabad which belongs to the Public Works Department of the Govt.of Maharashtra. The consumer number stands in the name of one Kochar who was first occupant of the block and in whose name the application was moved by the PWD for getting electric connection from Licensee. The consumer is stated to have occupied the block in December 1999 and she has been paying the bill regularly since then till October 2004. It is further stated

that from Oct.2004 onwards the D.L. started issuing bills on average basis, which were on much higher side, with a remark on the bill that meter is faulty. It is further stated that on 30.03.2005, her husband met the Chief Engineer and

represented the issue of bill before him. It is further stated that on instruction of Chief Engineer, the meter was inspected by Jr.Engineer on 1.4.05. The report of the Jr.Engineer, it is stated, shows that the meter is in working condition and seals are intact. But irrespective of the inspection, the bills came to be issued on average basis only, which were on higher side. A complaint for issue of correct bills was again given on 12.7.2005 & 29.07.2005 but no action was taken. The consumer has requested for issue of necessary instructions to the D.L. for issue of correct bill from Oct.2004 onwards.

The Nodal officer filed his reply dt 26.8.2005 on 27.8.05. The Nodal officer in his report stated that the arrears amount outstanding till April 2005 was Rs.40050/. The bill was revised as per actual meter reading and after deducting Rs. 31045/, the amount of bill due till April 2005 has been revised to Rs. 9005/. It is further stated that the bill for June & July 2005 was issued on average basis due to non availability of meter reading because of door lock status. It is further stated that bill in August 2005 would be issued as per actual meter reading.

On 29.08.2005, the consumer was not present. The representative of the consumer one Shri Kale, who was advocate though presented himself, was not allowed to appear on behalf of consumer and was told accordingly. The nodal

officer Shri V.G.joshi, Executive Engineer Shri Shinde were present on behalf of D.L. The Nodal officer in his report has stated to have rectified the bill from Oct.2004 to April 2005 from Rs. 40050/ to Rs. 9005/ and further shown his willingness to rectify the bill till August 2005 based on actual meter reading

waving interest & D.P.Charges. The Nodal officer was directed to expedite the same and the case was adjourned to 6.9.2005

On 6.9.2005, consumer was not present. The Nodal officer, and Executive Engineer Shri Shinde was present on behalf of D.L. The Ex. Engineer stated that the bill from May 2005 to August 2005 has been revised to Rs. 2380/ and upto date bill for Rs. 11390/ has been given to the consumer for the period Oct.2004 to August 2005. The Executive Engineer was directed to file a report accordingly, which he filed later.

From the report filed and CPL it appears that the meter is four digit meter and after completing the dial i.e reaching the figure of 9999, it discloses the reading on 31.8.05 as 0806. Considering the previous rectified bill and the bill for the period May2005 to August 2005 revised bill of Rs. 11390/ has been given to the consumer. The bill does not include Interest & D.P.charges as made out in the report of the Executive Engineer.

Considering the facts placed before us we are of the opinion that the consumer was issued incorrect bills based on average meter reading. Since the D.L. has rectified the incorrect bills considering the actual meter reading, in our opinion the grievance stands redressed. The Executive Engineer in his report has mentioned that the revised bill for Rs. 11390/ for the entire disputed period has been given to the consumer. The consumer is therefore directed to pay the revised bill within a period of 15 days from the receipt of revised bill.

Since the grievance of the consumer was found to be true ,the D.L. has rectified the bill & the grievance of the consumer is redressed, all that the D.L. is required to do is to give the corrected bill to the consumer if not done.

ORDER:

The Distribution Licensee is directed to issue rectified bill for the disputed period if not already done and the consumer is directed to pay the same within a period of 15 days from the date of receipt of bill.

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)

(R.K.PINGLE)

