

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

**Case No. CGRF/ AZ/ AUR/ U/ 609 / 2017 / 02
Registration No. 2017010069**

Date of Admission 17.01.2017
Date of Decision 15.03.2017

Smt. Veena Anil Zawar,
Plot No.21/22, Seven Hills Colony,
Aurangabad 431001.
(Consumer No. 490012183001)

COMPLAINANT

VERSUS.

The Executive Engineer (Administration)
Nodal Officer, O/O Superintending Engineer ,
Urban Circle, MSEDCL, Aurangabad.

RESPONDENT

CORAM

Shri	Dr.Bhaskar G. Palwe	Chairman
Shri	Uttam M. Urkude,	Member/Secretary
Shri	Vilaschandra S.Kabra	Member.

CONSUMER GRIEVANCES REDRESSAL DECISION

The applicant Smt. Veena Anil Zavar, Plot No. 21/22, Seven Hills Colony, Aurangabad is a consumer of the respondent i.e. The Executive Engineer, Nodal Officer, MSEDCL, Urban Circle, Aurangabad having Consumer No. 490012183001. The applicant has filed complaint in Annexure – 'A' of the Maharashtra Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Electricity Ombudsman) Regulation 2006 on 17.01.2017.

The brief details of the complaint are as under.

Smt. Veena Anil Zavar has submitted that in December 2014 and June 2015 the electricity bills are received for 722 and 909 units respectively which are higher because of jumping of meters. They had requested to replace the old meter as it had jumped and not working properly. They had requested the concerned office several times to rectify the bill & later on the meter was changed, however the applicant was given average bill, the bill was not corrected even after several request. The similar jumping of meter was also occurred in 2011 at that time IGRC of M/s. GTL had given instructions to the concerned office.

Now, after changing the meter, it is seen that the meter readings are correct as the readings are taken in time. Therefore the applicant has requested to rectify the bill. The concerned office of MSEDCL asked the consumer to pay Rs. 5000/- as the bill was under correction. The applicant paid Rs. 5000/- on 23-11-2016. In the bill of December 2016 MSEDCL has given a adjustment of Rs. 1500/- . However, the applicant is not satisfied

with the bill revision. The applicant has prayed for correct revision of the bill. Moreover, it is submitted that during the pendency of this grievance in CGRF, the respondent has disconnected the electricity supply on dated 20.01.2017 at 11.20 am morning without giving the corrected bill, notice of disconnection or intimation & caused the harassment & mental agony to me unnecessarily and the matter is subjudice. Therefore requested for correct energy bill and compensation towards harassment & mental agony.

Say of Executive Engineer, Nodal Officer, Aurangabad Urban Circle.

The Additional Executive Engineer, MSEDCL, Krantichowk Sub Division, Aurangabad vide letter dated 01.02.2017 has submitted that,

- 1) Revision of electricity bill for the period of April 2011 to June 2011 has already been done by M/s. GTL and given a credit of Rs. 13745.36 in the month of November 2013.
- 2) The bill for the month of December 2014 of 722 units is bifurcated in two months i.e. November 2014 to December 2014.
- 3) The bill for the month of June 2015 is divided for the period of April 2015 to June 2015. The bill is already revised and given a credit of Rs. 1500.84 in the month of November 2016. The MSEDCL has therefore requested to take appropriate decision.

Observations of the Consumer Grievance Redressal Forum.

- 1) The complainant is requesting the concerned office of the respondent since June 2015 for correction of the bill, however, the bill was not corrected for a long time.

- 2) During the month of September 2015 to December 2015, the readings are not taken and an average of 558 units per month are billed.
- 3) Meter is replaced in the month of December 2015 & since the readings are taken properly.
- 4) As the grievance is registered at the Forum on 17.01.2017, the respondent has disconnected the electricity supply without notice / intimation on 20.01.2017 prejudicially and it is matter of subjudice.
- 5) The complainant has paid Rs. 25000/- as a part payment and Rs. 50/- as reconnection charges & thereupon the supply is reconnected by the respondent.
- 6) Due to prejudice action by the respondent the complainant has to suffer mental agony and harassment, which needs to be compensated.

In view of the above submissions made by complainant, Respondent and observations of the CGRF, the Forum passes the following order.

ORDER

- 1) As per Serial No. 6 (ii) of the appendix of Maharashtra Electricity Regulatory Commission (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations 2014, the MSEDCL shall pay compensation of Rs. 100/- per week or part thereof from July 2015 till the resolution of the complaint regarding revision of electricity bill.

- 2) The MSEDCL shall pay compensation of Rs. 2000/- for the harassment and mental agony.
- 3) The meter reading agency shall be fined for Rs. 5000/- for not taking the reading during the month of September 2015 to December 2015.
- 4) The compliance shall be reported within 30 days.

Sd/-
Dr. Bhaskar G. Palwe
Chairman

Sd/-
Uttam M. Urkude
Member / Secretary

Sd/-
Vilaschandra S. Kabra
Member