

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

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Old Power House Premises, Dr.Ambedkar Road, Aurangabad. Phone: 0240-2336172

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**Case No: CGRF/AZ/U/138/2008/59/**

**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 in respect of Shri Bhagwat Babasaheb Mhaske, H.No 17, CTS 18061, Manisha Colony, Aurangabad.  
(Consumer No.490011705381)

**Dear Sir**

Please find enclosed herewith a copy of the grievance application received by the Forum from Shri Shri Bhagwat Babasaheb Mhaske, Aurangabad.

The consumer has requested for passing an interim order for not to disconnect his supply on account of average reading.

You are requested to submit your reply on the grievance of the consumer at the time of hearing .

**The hearing in this matter is kept on 07/10/2008 at 12=30 hrs.**

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

**Encl As above.**

Copy to :  
Shri Bhagwat Babasaheb Mhaske,  
H.No 17, CTS 18061,  
Manisha Colony,  
Aurangabad.

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

( Case No. CGRF/AZ/AUR/U/138 /2008/59 ).

**Shri Bhagwat B.Mhsake**  
**House No. 17, Manisha Colony**  
**Aurangabad. Consumer Complainant**  
**( Con.No. 4900110185544)**

V/s

**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION  
COMPANY LTD. URBAN CIRCLE,AURANGABAD**

**The Distribution Licensee.**

**Date:- 07.10.2008**

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

**INTERIM ORDER**

The consumer has filed an application in the Forum against the absorbent bills received by him from the Distribution Licensee( hereinafter referred to as D.L.) and requested the Forum to direct the D.L. not to disconnect the electricity supply of his residence on account of such incorrect bills. He further contended that he has paid Rs. 10000/ towards part payment and even after paying this amount his supply was disconnected by the concerned officer of the D.L. without giving any notice.

The Nodal Officer stated that he has not received the details from concerned subdivision and therefore could not file his say.

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

**Case No. CGRF/AZ/AUR/U /138 / 2008/ 59**

**Date of Filing:** 04.10.2008  
**Date of Decision:** 06.11. 2008

Shri Bhagwat Babasaheb Mhaske  
CTS. No. 18061, Manisha Colony  
Aurangabad.  
(Consumer No. 490011705381)

**The Consumer Complainant.**

V/s

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

**The Distribution Licensee.**

**Coram:**

<b>Shri V.A.Hambire</b>	<b>President</b>
<b>Shri H.A.Kapadia</b>	<b>Member</b>
<b>Shri P.A.Sagne</b>	<b>Member secretary</b>

**ORDER**

The consumer complainant Shri Bhagwat Babasaheb Mhaske r/o Manisha Colony , Aurangabad has filed his grievance in Annexure "A" before this Forum on **04.10.08** , under Regulation No. 6.10 of the Regulations 2006. A copy of the grievance was forwarded on 06.10.08 to the Nodal Officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Urban Circle, Aurangabad with a request to furnish his on the grievance of the consumer. The consumer has also file an application for issuing direction to the Distribution Licensee for not to disconnect his electricity supply by way of passing an interim order.

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The complaint of the consumer in brief, as per consumer is as under:-

1. The consumer has taken electricity supply from the Distribution Licensee( hereinafter referred to as D.L.) for residential purpose. He has paid the regular bills issued by the D.L. till April 2008, however in the month of May 08, he received a bill amounting Rs. 74368.67 . Since the bill was not correct he filed application on 04.08.08 with the Dy. Ex. Engineer , Chavani sub division and requested to issue revise bill. He was asked to pay Rs. 10000/ as part payment against this bill. The consumer further contended that on 26.09.08 his electricity supply was disconnected without giving any notice and it is only after showing faulty bill and part payment receipt , the supply was reconnected. Since his bill was not revised and no heed to his complaint was given by the D.L., he filed this grievance in the Forum and requested the Forum to direct the D.L. not to disconnect his supply , to issue revise bill and to pay compensation for mental agony and harassment.

The Forum , granting the request of the Consumer for passing interim order , kept the hearing on 07.10.08.

2. On 07.10.08, consumer Shri Bhagwat B. Mhaske was present. Nodal officer Shri Rathore was present on behalf of D.L and stated that the since he has not received any documents from the concern sub division ,he expressed his inability to file his reply.
3. On going through the documents filed by the consumer , Prima-facie, we observed that the consumption for the month of April & May 08 are shown as 6081units which are on very much higher side as compared to average consumption of the consumer of last six months. We further observed that the Dy.Ex.Engineer , on observing the abnormal bill has asked the consumer to pay Rs.10000/ as part payment. However in spite of the payment made by the consumer, his supply was disconnected without giving any prior notice which is violation of provisions of Indian Electricity Act 2003. The Forum , therefore in the interest of justice, passed an interim order directing the D.L. not to disconnect his electricity supply till the disposal of the grievance of the consumer filed in the Forum. The next date of hearing in the matter was kept on 14.10.08.

4. On 14.10.08, consumer filed an application for adjournment of hearing date. Nodal officer filed his reply on the grievance of the consumer. On granting the request of the consumer , the next hearing was kept on 04.11.08.
5. On 04.11.08, consumer and Nodal officer were both present. The copy of the bill revision submitted by Nodal officer was handed over to the consumer for filing his say / objection, if any. The consumer has accepted the revision , however file an application for payment of compensation towards inconvenience and mental torture.
6. On going through the documents filed before the Forum, we observed that till Jan.2008, the bills to the consumer were issued as per meter reading. However for the month of Feb.08 & March 08, the bills were issued on average ( 593 units) basis and that for April 08 & May 08 again on average ( 6081 units) basis. The old meter of the consumer bearing Sr.No.1336714 was replaced on 24.03.08 by new meter bearing Sr.No.829093. We are surprised to note that the meter replacement report bears signature of consumer only .No official or representative of D.L. has taken care to put his signature on the meter replacement report . The Forum further observed that as no cognizance of this meter replacement was taken by the concerned field officer , the bills for the said months were issued on average basis. In such circumstance and by going through the CPL of the consumer only , any field officer would have taken action for rectification of the bill rather than asking the consumer to make part payment and then disconnecting his supply for non payment of such wrong bill. We further observed that the bill revision proposed by the Nodal officer is correct and the consumer has also not raised any objection over the revise bill. However we observed that the action of disconnection of supply without giving any prior notice is violation of provision under section 56 of the Electricity Act 2003 and the consumer complainant is therefore liable to get compensation for harassment and mental agony.

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In view of above observations , we pass following order

**ORDER**

1. The revised bill submitted by the Distribution Licensee is correct and the same shall be served upon the consumer within ten days
2. The Distribution Licensee shall pay Rs. 500/ to the consumer towards violation of provision of section 56 of the Electricity Act 2003 and towards harassment to the consumer.

**Inform both the parties and close the case.**

**(H.A.Kapadia)**  
**Member**

**( P.A.Sagne)**  
**Member Secretary**

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

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**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 /86/ 2008/ 07/**

**Date;-**

**To,**

- 1. The Executive Engineer (Adm.)  
O/O Superintending Engineer  
O & M , Urban Circle, M.S.E.D.C.L.  
Aurangabad.**
- 2. Shri Bhagwat B.Mhaske  
CTS No. 18061, Manisha Colony  
Aurangabad.  
(Consumer No. 490011705381)**

**Sub: Grievance in case No. CGRF/AZ/AUR/U/ 138 /2008/08**

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.

Yours Faithfully,

**Encl: A/A**

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**

In view of above observations and looking to the past trend of consumption , we are of the opinion that the bills for the month April 08 & May 08 seems to be abnormal. Further the action of disconnection of supply on account of such unjustified bills is against the provision of section 56 of the Electricity Act 2003.

The Forum hereby direct the Distribution Licensee not to disconnect the electricity supply of the consumer till the disposal of the grievance.

The next date of hearing is kept on 14.10.08 at 12=00 hrs.

**( A.N. Sonwane)**  
**Member/Secretary**

**(H.A.Kapadia)**  
**Member**

**( V.A.Hambire)**  
**President**



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