

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

Case No: CGRF/AZ/U/140/2008/61/

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 Sau. Vaishali Sunil Sangvikar
100-“Anjoar,” Nathpuram, Opp: Nath Valley School, Behind
Kanchanwadi Gut No.28, Itkheda, Aurangabad.
(Consumer No490011445184.)

Dear Sir

Please find enclosed herewith a copy of the grievance application received by the Forum from. Sau. Vaishali Sunil Sangvikar, 100-“Anjoar” Nathpuram, Opp: Nath Valley School, Behind Kanchanwadi Gut No.28, Itkheda, Aurangabad.

You are requested to submit your parawise reply on the grievance within 15 days from the date of this letter

The hearing of the grievance is fixed on date 21.10.2008 at 12.30 Hrs.

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

Encl As above.

Copy to :
Sau. Vaishali Sunil Sangvikar
100 “Anjoar” Nathpuram,
Opp: Nath Valley School,
Behind Kanchanwadi
Gut No.28, Itkhed
Aurangabad.

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

(Case No: CGRF/AZ/ AUR / U / 140 / 2008 / 61

Date of filing: 07.10.2008

Date of Decision: 07.11.2008

**Mrs. Vaishali Sunil Sangvikar
Plot No. 100, Nathpuram
Itkheda, Aurangabad.
(Consumer No.490011445184)**

**The consumer
complainant.**

Vs.

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

**The Distribution
Licensee.**

Coram :

**Shri V.A.Hambire :
Shri H.A.Kapadia:
Shri P.A. Sagne:**

**Chairman
Member
Member Secretary**

ORDER

07.11.2008

The consumer complainant has filed her grievance in annexure "A" on 07.10.08 under Regulation No.6.10 of the Regulation 2006 . A copy of the grievance was forwarded on 07.10.08 to the Nodal Officer and Executive Engineer (Adm.) , in the office of the Superintending Engineer , M.S.E.D.C.L. Urban Circle, Aurangabad with a request to furnish his response within 15 days from the date of receipt of the letter and the hearing in the matter was fixed on 21.10.08.

Case No.2008/61

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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 from the Distribution Licensee (hereinafter referred to as D.L.) for residential purpose. In her opinion the meter installed at her residence for recording energy consumption was not working properly and is showing excess consumption as compared to her actual utilization of electricity. She also contended that the meter reading is not being taken at regular intervals and the bills are not distributed within time frame resulting her to make excess payment towards DPC and interest charges. On 27.08.08 she submitted an application in the office of Chief Engineer Aurangabad Zone, however since no cognizance of her complaint was taken by the D.L. , she filed this grievance in the Forum and requested the Forum to direct the D.L. to issue her correct bill and also to pay compensation for non issuance of the bill regularly and towards harassment caused thereof..
2. On 21.10.08, i.e. on the date of first hearing, consumer Mrs. Vaishali S.Sangivikar along with Mr.Sunil Sangivikar were present. Nodal Officer Shri Rathore was present on behalf of D.L. Nodal Officer filed his reply on the grievance of the consumer and stated that the bills issued to the consumer are correct. Since no other documents in support of his statement was filed by the Nodal officer, Forum asked him to produce meter inspection & testing report. The Nodal officer stated that no inspection was carried out and meter has not been tested. The Forum therefore directed the Nodal officer to test the existing meter in presence of consumer and submit the testing report along with other documents in support of his reply before next hearing and the hearing in the matter was kept on 24.10.08.
3. On 24.10.08, Consumer and Nodal officer were both present. Both parties confirmed that the meter has been tested , however the test report has not been issued by the testing division of the D.L.. The Nodal officer filed CPL & meter replacement report of dt. 28.03.08. The Nodal officer further stated that for taking meter reading and for distribution of monthly bills, the D.L. has appointed an agency . However Since the performance of this agency / agencies are reported to be unsatisfactory , the consumer might have received bills late. The Forum observed that in absence of meter testing report , matter could not be proceed and therefore directed the Nodal officer to submit the test report of the meter before next hearing which was kept on 04.11.08.

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4. On 04.11.08, both the parties were present. Nodal officer stated that the meter report has still not been received by him from the testing division. The Forum after taking note of this delay directed the Nodal officer to file the same within 24 hrs . The Forum also directed the Nodal officer to handover copy of the meter testing report to the consumer for filing her say , if any, within seven days and the matter was kept for decision.
5. We have gone through the grievance filed by the consumer. We have also gone through the response filed by the Nodal officer. On going through the documents filed by both the parties, we observed that the old meter bearing Sr.No. 185608 was replaced by new meter bearing Sr.No. 827989 on 28.03.08. The bills before replacement of meters were issued as per meter reading and are found to be in order. The bill for the month of April.08 & May 08 were issued (69 units) based on average basis. The bill for the month of June 08 & July 08 were issued for 569 & 187 units consumption respectfully. We further observed that the bill for the month of August 08 & Sept. 08 were issued showing initial and final reading same as 739 and 739. The bills for both these months, even though the status of meter has shown “ **Normal**” were issued on average basis (146 units). It is clear from above observation that the bills for the period of April 08 & May 08 were issued without taking into consideration the meter replacement report and that for the period Aug.08 & Sept.08 without taking actual meter reading.
6. We further observed that the old meter bearing Sr.No. 185608 was replaced on 28.03.08 and the final reading on that meter was 09040. The final reading recorded in the CPL for the month of March 08 was found 09022 **which means that (9040-9022) 18 units are required to be added in the bill issued for the month of April 08.** Further the initial reading of the new meter bearing Sr.No. 527989 at the time of its installation was 00001 and that on 23.10.08 , i.e. the date on which meter was tested was 01249, which alternatively means that the consumption recorded by the meter from the period **28.03.08 to 23.10.08 is (01249-01) 1248 units.**
7. The meter bearing Sr.No. 527989, installed at consumer premises, was tested in the presence of the consumer on 23.10.08. On going through the testing report issued by the testing unit, it is revealed that the meter is **running 0.10% fast.** Since the percentage mentioned in the testing report is within permissible limit as per I.S., we are of the opinion that the meter installed at the consumer premises is not faulty and is recording the electricity consumption correctly.

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In view of above observation, we are of the opinion that the complaint filed by the consumer is partially accepted and hence following order.

ORDER

- 1. All the bills issued April 08 onwards are quashed.**
- 2. The Distribution Licensee shall issue revise bill for(1248+18) 1266 units for the period 28.03.08 to 23.10.08 and the shall be spread over the above period.**
- 3. No interest and DPC shall be charged while revising the bill**
- 4. The revised bill shall be served upon the consumer within one month and consumer shall pay the same within stipulated period of 21 days.**
- 5. The Distribution Licensee is directed to take proper and regular reading of the meter installed at consumers premises and stipulated time period for payment of same , as mentioned in the Regulations, shall be given to the consumer.**

The D.L. and the consumer shall comply the above order and report compliance to the Forum.

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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औरंगाबाद परिमंडळ, औरंगाबाद.

Old Power House Premises, Dr.Ambedkar Road, Aurangabad. Phone No.23361720

No,CGRF/AZ/AUR/JLN/127/2008/48/

Date :-

To,

- 1) The Executive Engineer (Administration)
O/O Superintending Engineer (O & M)
M.S.E.D.C.L. O&M Circle,
Jalna.**
- 2) Mrs. Vaishali Sunil Sangvikar
Plot No.100, Nathpuran
Itkheda, Aurangabad.**

Subject :- Grievance in Case No.CGRF/AZ/AUR/140/2008/61

Dear Sir / Madam

Please find enclosed herewith a copy of the 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

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

Encl: As above

Contact details of the Electricity Ombudsman,

**The Electricity Ombudsman,
Maharashtra Electricity Regulatory Commission,
606-608, Keshava Building,Bandra Kurla Complex,
MUMBAI -400 051.TELEPHONE No. (022) - 26590339**

