

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD

(Case No. CGRF / AZ /AUR /U / 298 / 2010 / 25)

Date of Filing: 04.08.2010
Date of Decision: 30.09.2010

Shri Rajule Uttam Shivram,
House No.C-76, N-2,,
Thakre Nagar,CIDCO
Aurangabad.

(Consumer No. 490010994036)

Consumer Complainant.

V/s

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

The Distribution Licensee.

Shri P.A. Sagane Member Secretary

Shri V.S.Kabra Member

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

The consumer complainant Shri Rajule Uttam Shivram, House No.C-76, N-2, Thakre Nagar, CIDCO, Aurangabad, has filed this grievance in Annexure "A" before this Forum on 04.08.2010, under Regulation No. 6.10 of the Regulations 2006. The grievance of the consumer was registered in this office at Sr.No. 298/2010/25 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 24.08.2010.

Case No. 298/ 2010 /
Page No. 01/03

The grievance of the consumer, in brief, as per consumer, is as stated Below:-.

The consumer had taken electricity supply for residential purpose at above mentioned address from MSEDCL Urban Circle, Aurangabad. (hereafter called as D.L.). Consumer in his written statement states that he received the energy bill of October 2009 with additional supply charges Rs. 489.77 along with the adjustment amount Rs.1016.23 . The consumer submit a written complaint to Dy.EE Chikalthana and states that he had paid the previous bill regularly moreover his utilization of electricity supply is limited as such the recovery of ASC charges and adjustment amount may please be withdrawn, but in spite of his complaint D.L. continuously charged the ASC amount as above to his bill.

Consumer lodged the complaint at IGRC Urban Circle Aurangabad on 12.04.2010 and requested for withdrawal of ASC charges and adjustment amount charged in earlier bills. The IGRC in its order No.2742 dated 10.06.2010. directed D.L. to withdraw the wrongly charged ASC charges Rs.489.77 per month w.e.f. October 2009. However the IGRC order did not speak regarding the adjustment amount Rs. 1016.23. The consumer in his written complaint states that the D.L. had not implemented the above IGRC order and continued the charging of ASC charges .

The consumer requested the Forum to pass an order directing D.L. to implement the IGRC order and withdraw the adjustment amount Rs. 1016.23 charged in the bill of October 2009.

The above matter was heard on date 24.08.2010 and 07.09.2010, the consumer submitted his complaint as above. The Nodal Officer submitted his written reply and states that the abnormal consumption of 74,000 Units was charged to the consumer during April 2007 amounting Rs. 3,88,688/- .The above bill was revised subsequently in the month July and August 2007 and appropriate credit was given. Afterwards as per the MERC order the consumer's who have increased their consumption are charged the ASC charges for 12 months period w.e.f. August 2009 to July 2010 , accordingly this consumer has also charged Rs.489.77 per month w.e.from August 2009. As found wrongly charged ASC charges and as per the IGRC order, the wrongly charged ASC charges amounting Rs. 5877.24 is withdrawn from the bill of August 2010. As regard to the adjustment amount Rs.1016.23 the Nodal Officer submitted that as per the MERC order the ASC was to be recovered with effect from August 2009 but as per CPL since it is recovered from the month of October 2009 , the two months arrears amounting

Rs.(489.77 x 2 = 979.54) and difference due to revised tariff Rs. 36.69, total amount (Rs. 979.54 + 36.69) = 1016.23 charged in the month of October 2009. The justification given by the Nodal Officer as above satisfied the consumer. Heard both the sides in length and matter kept for decision.

The argument made by both the parties and documents placed before the Forum's reveals that the ASC charges amounting g Rs. 5877.24 was wrongly charged to the consumer in the month of August 2009 to July 2010. The consumer made several complaints regarding the withdrawal of ASC charges and filed the complaint before IGRC on 12.04.2010. The IGRC correctly issued the order directing D.L. to withdraw the wrongly charged ASC charges Rs. 5877.23 but the order of IGRC is not implemented within stipulated time. Finally the consumer has to approached CGRF for the compliance of IGRC order. The above IGRC order was implemented and credit of Rs. 5877.24 was given in the month August 2010. i.e. after the hearing of this Forum.

In this connection the IGRC is directed to take the serious note of non compliance of its order and ensure the compliance within the stipulated period. In case of non compliance of its order, it is directed to intimate to this Forum for further intimation to Hon'ble MERC for taking action as per **Section 142 of I.E.Act.2003.**

As the consumer's grievance is already resolved, hence no order is issued.

(P.A.Sagane)
Chairperson/ Member Secretary

(Vilaschandra S.Kabra)
Member

Case No. 298/ 2010 /
Page No. 03/03