

CONSUMER GRIEVANCE REDRESSAL FORUM
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD.

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

No:- CGRF/AZ/AUR/U/ 435 / 2013 /19 /

Date :-

To,
01) The Executive Engineer (Administration)
Nodal Office, O/O Superintending Engineer ,
O&M Urban Circle, M.S.E.D.C.L.,
Aurangabad.

Sub:- Forwarding of grievance in respect of Shri Abdul Hannan Shaikh
Muhamed Sharif, Flat no.14, Noble Palace, Rohela Galli, Kala
Drawaza, Aurangabad.
(Consumer No. 4900 1199 0131)

Dear Sir,

Please find enclosed herewith a copy of the grievance application
received by the Forum, in respect of Shri Abdul Hannan Shaikh
Muhamed Sharif, Flat no.14, Noble Palace, Rohela Galli, Kala Drawaza,
Aurangabad.

You are requested to Redress the grievance or submit your para
wise reply at the time of hearing. The hearing in the matter will be held
on 14.05.2013 at 11.30 Hours.

Member/Secretary
CGRF(AZ) MSEDCL

Encl: As above

Copy to:-

Shri Abdul Hannan Shaikh Muhamed Sharif,
Flat no.14, Noble Palace,
Rohela Galli, Kala Drawaza,
Aurangabad.

Date of Admission. 30.4.2013.

Date of decision. 11.6.2013.

Duration

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD.

Case No. CGRF/AZ/U/435/2013/19

1. Shri Abdul Hannan Shaikh, **COMPLAINANT.**
Muhammad Sharif
Age Years, Occ.
R/o Sy. No. 14 Nobel Palace
Rohila Galli,
AURANGABAD.

VERSUS.

1. Executive Engineer,(Adm.) **RESPONDENTS.**
Nodal Officer,
O & M Urban Circle,
MSEDCL, AURANGABAD.
2. DY. G.M. (planning)
GTL Ltd. Chikalthana,
Aurangabad.

CORAM:

Shri V.B.Mantri	Chairperson
Shri V.S.Kabra	Member.
Shri S.K.Narwade	Member/Secretary

REDRESSAL-DECISION.

1. The grievance of the complainant is against the Bill issued in the month of May 2010 for the units of 3107 amounting to Rs. 24,889/-
2. It is the case of the complainant that, he has taken Domestic Electricity connection on 21.3.2010. the respondent has issued the bill for the month of May 2010 for 3107 units amounting to Rs. 24,889.52/-. It is submitted that his use of electricity is hardly 3 to 4 units per day. He requested to the officers of the respondent for correction of the bills but the officers did not pay any attention towards the grievance of the complainant. The respondent on the contrary issued bills for Rs. 95,927.57 in the month of Feb 2011. It is submitted that photo of meter however depicts the meter reading to be of 1365. It was impossible for the complainant to make payment of Rs. 85927.57/- as per the bill however he has made payment of Rs. 5,000/- on 3.12.2010. The complainant informed to the officers of the respondent about the errors in the bills. The respondent has divided 4286 units in 9 months and credit of Rs. 24,334.99 was given to the complainant in the month of Sept. 2011. The respondents have then divided the bill units in six months and credit of Rs. 14983.18 was given in the month of December 2011. Credit of Rs. 25,216.67 has been given in the month of August 2011. The respondents have cut of connection on 1.1.2013 for want of payment of bills. The complainant has thereby claimed compensation for mental torture. The complainant has paid the sum of Rs. 5000/- for reconnection. The complainant as such has paid the sum of Rs.10,000/- in all. The complainant has prayed for refund of such sum of Rs. 10,000/- and sum of Rs. 10,000/- towards mental torture. Hence the complaint.
3. The respondent No. 1 has submitted reply to the complaint and thereby pleaded that the grievance is related to the respondent No. 2 GTL Ltd. The respondent No. 1 MSEDCL is not aware of the grievance.
4. The respondent NO. 2 GTL Ltd has submitted its reply and thereby submitted that the bill has been issued as per actual meter reading. The grievance of the complaint is pertaining the period of respondent No. 1

MSEDCL. The Respondent NO. 2 GTL Ld. has taken immediate cognizance of the complaint of the complainant and bill has been issued as per meter reading with effect from 2012.

5. It is pleased by the respondent No. 2 that average bills were being issued from the date of connection that is from April 2010 till December 2011. During these 24 months actual consumption of the complainant is of 2642 units.
6. It is submitted that the IGRC has considered the grievance of the complainant and actual consumed units that is 2642 were bifurcated in 21 months and the revised bills @ 126 units per month has been given to the complainant. It is submitted that during billing process data was wrongly punched and processed. The grievance of the complainant has been redressed by IGRC and credit of Rs. 15,885 has already been given which includes interest and D.P.C. The grievance is already redressed and thereby the present complaint be dismissed.
7. This Forum heard the submissions of the complainant and the Nodal Officers of the respondents.
8. This Forum perused the C.P.L. and the redressal order passed by the IGRC. We perused the meter verification report. As per such report the meter is functioning well, more over there is no grievance regarding functioning of the meter or meter reading. The applications submitted by the complainant to the respondents also show that the complainant has no grievances regarding functioning of the meter or meter reading. It is however seen from the C.P.L. that the bills were being to the complainant on average basis rather than as per actual meter reading. The grievance of the complainant is also to the effect that the bills be issued as per meter reading. Regarding the past bills from the date of connection till January 2012, it reveals that the complainant has consumed 2642 units from April 2010 till December 1011. The respondent No. 2 during the grievance in IGRC, has already bifurcated the consumed 2642 units in 21 months and credit of Rs. 28,220/- has already been given to the complainant. The bill for the 21 months amounting to Rs. 12,335 has been added to such credit and net credit of Rs. 15885 has already been given to the complainant. This

Forum as such is of the opinion that the grievance of the complainant has already been redressed by IGRC. The IGRC has passed reasoned order as per record. This Forum thereby does not find any more substance in further grievance of the complainant. The complainant has requested for compensation due to mental torture. It however reveals the nature of the grievance is regarding incorrect bills for more than two years. The grievance is regarding average bills issued by MSEDCL. The MSEDCL however submitted say that MSEDCL does not know about such grievance such approach of MSEDCL is though not proper but delay defeats rights. The complainant did not approach the forum at proper time. This Forum as such is not inclined to grant any compensation as claimed. The complaint should be therefore required to be dismissed. With these reasons the Forum proceeds to pass the following order.

ORDER.

1. The complaint of the complainant is hereby dismissed.

(S.K.Narwade.)
Member/Secretary

(V.S.Kabra.)
Member

(V.B.Mantri.)
Chairperson

**CONSUMER GRIEVANCE REDRESSAL FORUM
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD.
AURANGABAD ZONE AURANGABAD.**

Old Power House Premises, Dr.Ambedkar Road, Aurangabad. Phone No.2336172

No. CGRF/AZ/Aur/U/435/2013/19

Date :-

To,

- 01) The Executive Engineer (Administration)
Nodal Office, O/O Superintending Engineer ,
O&M Urban Circle, M.S.E.D.C.L.,
Aurangabad.
- 02) The Dy .General Manager(Planning)
GTL Ltd., MIDC, Chikalthana,
Aurangabad.
- 03) Shri Abdul Hannan Shaikh Muhamed Sharif,
Flat no.14, Noble Palace,
Rohela Galli, Kala Drawaza,
Aurangabad.

(Consumer No 490011990131)

Sub:- Grievance in Case No. CGRF/AZ/Aur/U/ 435 /2012/19

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.

Encl: As above

Member/Secretary,
CGRF(AZ) MSEDCL,
Aurangabad

Copy submitted with respect to:-

The Chief Engineer(AZ)
MSEDCL, Aurangabad.

Contact details of:

The Electricity Ombudsman,
Plot No.12, Shrikrupa, Vijaynagar, Chhaoni, Nagpur – 440 013
Phone No.(Office) (0712) 20 22 198 (E-mail – cgrfnz@gmail.in)

