

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD.

Case No. CGRF / AZ / AUR / JLN / 570 / 2016 / 01

Date of Admission 05.01.2016

Date of Decision 16.02.2016

Shri S.S. Gaulkar, COMPLAINANT.
Plot No. 9, Mantha Road , Dist. Jalna.
Consumer No.(510030172386)

VERSUS.

1. Superintending Engineer, RESPONDENT
Jalna Circle, Nodal Officer,
MSEDCL, Jalna .

CORAM:-

Shri Dr.Bhaskar .G. Palwe Chairman

Shri U.M. Urkude, Member/Secretary

Shri Vilaschandra .S.Kabra Member.

Redressal Decision :-

The Applicant, Shri S.S. Gaulkar, Plot No. 9, Vidyanagar,
Mantha Road Dist. Jalna 431 203 is a consumer of M.S.E.D.C.L.
having consumer No. 510030172386. The complainant has lodged a
complaint in Schedule " A " of the Maharashtra Electricity Regulatory
Commission (Consumer Grievance Redressal Forum and Electricity
Ombudsman)

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Regulations, 2006 on 21.12.2015. against the Executive Engineer (Admn) Nodal Officer, O&M Jalna M.S.E.D.C.L. .

The details of the complaint are as under :-

The complainant vide his application dated 21.12.2015 has submitted that his meter No. 820193398 is in non use for last 3 to 4 years and the consumptions is very less i.e. around 30 to 40 units as and when the guests are there . During June 2015 due to something the reading started jumping in non use . The details are given as below :-

Sr. No	Reading	Reading	Diff. units	Period
1	1241	1126	115	6.5.2015 to 6.6.2015
2	1570	1241	329	6.6.2015 to 6.7.2015
3	1860	1299	458	6.7.2015 to 6.8.2015
4	143	1860	686	6.8.2015 to 6.9.2015
5 4	RNA	1860	686	6.10.2015 to 6.11.2015 (686 units)

The complainant further submitted that I.G.R.C. has instructed to the concerned for correction but they have not acted on this matter. The concern officer has given credit of Rs. 26159/- When the meter was removed the last reading was just 187 units.

The applicant has submitted that he has personally visited

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to the office of the Assistant Engineer, for resolving the matter but the bill was not corrected . Applicant is an retired Executive Engineer from M.S.E.D.C.L. Aurangabad when he was in service attitude shown to him was very bad.

The applicant has prayed that the concern S.D.O. and the billing persons should be personally fined. The fine shall be deducted from their salary only. He further submitted that there was a mental harassment by the concerned and from the family members that when the applicant was a Executive Engineer and still can not solve the billing problem. There was a rude behavior from the concerned very well known authorities to the applicant. I.G.R.C. also did not attend the complaint of the applicant.

Say of Executive Engineer (Admn) Nodal Office, O&M Circle, M.S.E.D.C.L, Jalna.

The executive Engineer (Admn) Nodal Officer, Jalna has submitted vide his letter dated 05.01.2016 that the wrong reading (-) 1380 done for Rs. 26159.61 in the month of November 2015, as per CPL attached. In the bill of September 2015, October 2015 and November 2015 average 686 units per month charged due to current reading as RNA , lock , credit given in December 2015 which is shown in CPL .Now the net amount at the end of the December 2015 i.e. Rs. 8428/- i.e. the amount which consumer has not paid since against 2015 till date.

Observations of Consumer Grievances Redressal Forum.

- 1) The consumer is a retired Executive Engineer of .
M.S.E.D.C.L, Aurangabad.
- 2) The complainant has also worked in the capacity of
Member Secretary of CGRF, Aurangabad.
- 3) The applicant has personally meet to the Additional
Executive Engineer for resolving the matter.
- 4) When the applicant was in service the attitude shown
by the concerned Additional Executive Engineer was
very bad .
- 5) Applicant was harassed mentally by the concerned and
from the family members that when he was a Executive
Engineer and he can not solve the billing problem of
his house.
- 6) In view of the mental torture and harassment made by
the Additional Executive Engineer by not solving the
billing problem. The concerned persons are liable to be
penalized.

In view of the submissions made by the complainant,
Respondent and observations made by the Forum, the
Forum issues the order as under :-

ORDER

- 1) M.S.E.D.C.L. shall revise the incorrect bills from June 2015.

- 2) The compensation of Rs. 5000/- shall be paid to the complainant due to harassment made by concerned employees. The compensation shall be recovered from the salaries of the concerned employees.
- 3) Compliance of this order shall be reported within 30 days.

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Dr. Bhaskar. G. Palwe
Chairman

Sd/-
Vilaschandra. S. Kabra
Member

Sd/-
U. M. Urkude.
Member / Secretary

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