

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

**Case No. CGRF/ AZ/ AUR/ U / 632/ 2017 / 25
Registration No. 2017050094**

Date of Admission 31.05.2017
Date of Decision 11.07.2017

The Chairman,
Shri Gujrati Dasa Porwad Samaj Trust,
C/o. Gujrat Bhavan, Gokulnath Mohalla,
Aurangabad 431001
(Consumer No. 490013415886)

COMPLAINANT

VERSUS.

The Executive Engineer (Administration)
Nodal Officer, O/O Superintending Engineer,
Urban Circle, MSEDCL, Aurangabad.

RESPONDENT

CORAM

Shri	Dr.Bhaskar G. Palwe	Chairman
Shri	Laxman M. Kakade,	Member/Secretary
Shri	Vilaschandra S.Kabra	Member.

CONSUMER GRIEVANCES REDRESSAL DECISION

The applicant the Chairman of Shri Gujrati Dasa Porwad Samaj Trust, C/o. Gujrat Bhavan, Gokulnath Mohalla, Aurangabad is a consumer of Mahavitaran having Consumer No. 490013415886 has registered a complaint against the respondent, the Executive Engineer i.e. Nodal Officer, MSEDCL, Urban Circle, Aurangabad under Maharashtra Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Electricity Ombudsman) Regulation 2006 in Annexure(A) on 31.05.2017.

The brief details of the complaint are as under.

The applicant is a authorized signatory of Shri Gujarati Dasa Porwad Samaj Trust. It is a social organization registered under Bombay Charitable Act 1960.

- 1) The complainant has submitted that the trust applied for release of 3 phase LT Temporary Connection for the period of 10 days of Navaratri Festival at Mahalaxmi Mata Mandir, Kuwarphalli, Aurangabad. As per demand letter, the applicant paid Rs. 5500/- towards Security Deposit and Service Connection Clauses.
- 2) The respondent released temporary connection on 03.10.2016 and installed 3 phase meter bearing No. 6577222. The consumer No. allotted was 490013415886. After completion of the Navaratri festival temporary connection was permanently disconnected on 23.10.2016. The applicant has submitted an application and alongwith original payment receipt of Rs. 5,500/-. The Assistant

Engineer of Jinsi Section Office of MSEDCL promptly forwarded permanent disconnection report to the Additional Executive Engineer, Shahaganj Sub Division for issuing final bill on 01.12.2016. However inspite of constant followup no final bill was prepared and the excess amount was not refunded till today.

- 3) The applicant has submitted that as per Clause (8) (ii) MERC SOP Regulations 2014, the final bill is required to be issued within 30 days, failing which the consumer is eligible for compensation of Rs. 100/- per week or part thereof.
- 4) The applicant has submitted as per MERC regulations, final bill and excess payment is required to be refunded within 1 month i.e. before 01.12.2016. Since the respondent has still not issued the final bill and made a deliberate delay of 22 weeks. The applicant is therefore eligible of compensation of Rs. 100/- per week till actual date of payment.

In view of the above submissions, the applicant prays as under.

- 1) The complaint may be allowed.
- 2) The respondent may be directed to pay Rs. 100/- per week from 02.12.2016 till actual date of refund of payment.
- 3) The respondent may be directed to pay Rs. 2000/- towards compensation for harassment and cost towards filling the present grievance.

Say of Executive Engineer, Nodal Officer, Aurangabad Urban Circle.

On the behalf of the Executive Engineer / Nodal Officer, the Additional Executive Engineer, MSEDCL, Shahaganj Sub Division, Aurangabad vide his letter dated 30.05.2017 has submitted that, the Chairman, Shri Gujrati Dasa Porwad Samaj Trust, CTS No. 8486, Mahalaxmi Mandir, Kuwarphalli, Aurangabad has taken temporary new connection (Consumer No. 490013415886).

As per their consumption of the applicant is Rs. 3750/-. The said bill will be deducted from Security deposit of Rs. 5000/- and balance will be pay to the applicant. The proposal being sent to higher office.

Observations of the Consumer Grievance Redressal Forum.

- 1) The Respondent is required to issue the final bill within 30 days from the permanent disconnection of the power supply otherwise as per clause 8 (i) MERC SOP Regulation 2014, the consumer is eligible for compensation of Rs. 100/- per week of part thereof.
- 2) The respondent has made delay in issue of final bill and refund of excess amount from 02.12.2016.

In view of the above submissions made by applicant, Respondent during the hearings and the observations of the CGRF, this Forum passes the following order.

.. 5/-

ORDER

- 1) The complaint is partially allowed.
- 2) The respondent is directed to pay Rs. 100/- per week till date of refund of the payment as per the provision clause 8(ii) of MERC SOP regulations 2014.
- 3) The respondent is directed to pay Rs. 1000/- towards compensation for harassment at cost towards filling present grievance.
- 4) The respondent shall issue correct final bill.
- 5) The compliance shall be reported within 30 days.

Sd/-
Dr. Bhaskar G. Palwe
Chairman

Sd/-
Laxman M. Kakade
Member / Secretary

Sd/-
Vilaschandra S. Kabra
Member