

**CONSUMER GRIEVANCE REDRESSAL FORUM**  
**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD.**  
Old Power House Premises, Dr. Ambedkar Road, Aurangabad. Phone: 0240 - 2336172

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No:- CGRF/AZ/AUR/U/ 419 / 2013 /03 /

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., T-9 Software Technology Park,  
MIDC Chikalthana, Opp: ESI Hospital,  
Aurangabad.

*Sub:-* Forwarding of grievance in respect of Mrs. Shobhana D.Lalwani,  
Shop No. 23/24, Sidharth Arcade, Station Road, Aurangabad  
Consumer No. 490011654964

Dear Sir,

Please find enclosed herewith a copy of the grievance application received by the Forum, in respect of Mrs. Shobhana D.Lalwani, Shop No. 23/24, Sidharth Arcade, Station Road, Aurangabad

You are requested to submit your para wise reply on the grievance at the time of hearing. The hearing in the matter will be held on 05.02.2013 at 11.30 Hours.

Member/Secretary  
CGRF(AZ) MSEDCL

Encl: As above

Copy to:-

Mrs. Shobhana D. Lalwani,  
Shop No. 23/24, Sidharth Arcade,  
Station Road,  
Aurangabad

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02) The Dy. General Manager(Planning)  
GTL Ltd., T-9 Software Technology Park,  
MIDC Chikalthana, Opp: ESI Hospital,  
Aurangabad.

03) Mrs. Shobhana D.Lalwani,  
Shop No. 23/24, Sidharth Arcade,  
Station Road,  
Aurangabad

Subject :- Interim Order Case No. *CGRF/AZ/AUR/U/ 419 / 2013 /03 /*

Heard. Mr. Kapadiya, for the consumer.

The consumer to deposit the sum of Rs.25,000/- at earliest possible.

On depositing the sum of Rs.25,000/-. The respondent is directed, not to disconnect electricity connection, till next order.

Issue notice to respondents to redress the grievance or to submit parwise reply on dated 05.02.2013.

*(V.S.Kabra)*  
*Member*

*(S.K.Narwade)*  
*Member/Secretary*

*(V.B.Mantri)*  
*Chairperson*

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM  
AURANGABAD ZONE, M.S.E.D.C.L., AURANGABAD.

(Case No. *CGRF/AZ/AUR/U/419/2013/03* //

Date of Filing: 22.01.2013

Date of Interim Relief 28.01.2013

**01)** Mrs. Shobhana D.Lalwani,  
Shop No. 23/24, Sidharth Arcade,  
Station Road,  
Aurangabad  
( Consumer No 490011654964 ).

Consumer Complainant.

V/s

**02)** The Executive Engineer (Admn.)  
Nodal Office, O/O The Superintending Engineer,  
O&M Urban Circle, MSEDCL,  
Aurangabad.

Respondent No.

**03)** The Dy. General Manager(Planning)  
GTL Ltd., T-9 Software Technology Park,  
MIDC Chikalthana, Opp: ESI Hospital,  
Aurangabad.

**Coram:**

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

**ORDER**

Heard. Mr. Kapadiya, for the consumer.

The consumer to deposit the sum of Rs.25,000/- at earliest possible.

On depositing the sum of Rs.25,000/-. The respondent is directed, not  
to disconnect electricity connection, till next order.

Issue notice to respondents to redress the grievance or to submit  
parawise reply on dated 05.02.2013.

*Sd/-*  
*(V.S.Kabra)*  
*Member*

*Sd/-*  
*(S.K.Narwade)*  
*Member/Secretary*

*Sd/-*  
*(V.B.Mantri)*  
*Chairperson*

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM  
AURANGABAD ZONE, M.S.E.D.C.L., AURANGABAD.

(Case No. *CGRF/AZ/AUR/U/ 419 / 2013 /03 /*

Date of Filing: 22.01.2013

Date of Decision 05.03.2013

**01)** Mrs. Shobhana D.Lalwani,  
Shop No. 23/24, Sidharth Arcade,  
Station Road,  
Aurangabad  
( Consumer No 490011654964 ).  
Consumer Complainant.

V/s

**02)** The Executive Engineer (Admn.)  
Nodal Office, O/O The Superintending Engineer,  
O&M Urban Circle, MSEDCL,  
Aurangabad.  
Respondent No.

**03)** The Dy. General Manager(Planning)  
GTL Ltd., T-9 Software Technology Park,  
MIDC Chikalthana, Opp: ESI Hospital,  
Aurangabad.

**Coram:**

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

01) The grievance of the complainant in the present case is that the respondent did not issue bill as per meter reading so the respondent may be directed to issue revise bill as per meter reading. No interest or D.P.C. be charged. Four equal installments may be granted.

02) The case of the complainant is that she is the consumer bearing consumer No.490011654964. The single phase connection was taken

for her shop. It is the grievance of the complainant that though the meter is installed out side of the shop, no meter reading is being taken. The bill is issued without taking meter reading. The meter No. is also shown different. The complainant has submitted application before IGRC, but her grievance has not been redressed. It is submitted that respondent has issued bill for the month of Sept.2010 which is paid by the complainant on 06.10.2010 but thereafter bill was not issued by taking meter reading. The complainant has received bill dated 04.12.2012 amounting to Rs. 44850/- for 4017 units for 26 months including Rs.5986 towards interest and D.P.C. It is therefore prayed that revised bill may be issued, by taking actual meter reading. No interest may be charged and no D.P.C. be charged. It is prayed that four equal installments may be granted to make payments of the bills. Hence the complaint.

03) The Nodal Officer for the MSEDCL has submitted reply and thereby submitted the bill in question is relating to the GTL Ltd. Co. The grievance may be decided on available record.

04) The Nodal Officer for GTL has submitted the reply and thereby pleaded that, the complainant did not approach to IGR Cell and therefore the complaint may be dismissed. It is them submitted that, the GTL Ltd. has issued the bill as per meter reading, but the complainant has failed to make payment. It is submitted that the complainant has created the dispute to avoid the payment of bills. The complaint may be therefore dismissed. The

respondent has produced copy of photo bill which show the meter reading. It is submitted that slab benefit is also given to the complainant.

05) This Forum has heard arguments of Mr. Kapadiya for the complainant. Mr, Bhangale the Nodal Officer remains present for MSEDCL. Mr. Ashtikar, the Nodal Officer argued for GTL Ltd.

06) The complainant has submitted that she visited Chawani office of the respondent regarding her grievance, but no cognizance has been taken by the respondent. It can not be therefore said that the complainant did not put forth her grievance before IGRC and therefore the present complaint should be dismissed on this count. The submission of the respondents has no merit on this point.

07) The respondent has produced photo copies of the meter. It therefore reveals that the bill has been issued by taking meter reading. The copy of the bill however shows that the bill has been issued for 26 months. It is further seen from the copy of the bill that slab benefit is given and the sum of Rs.16925 has been deducted. It is therefore clear that meter reading was taken and the bill is issued on taking meter reading. The only fact which reveals is that the bill has been issued for 26 months. The grievance of the complainant is acceptable on the point that in such circumstances the complainant is not liable to pay delay payment charges. She is liable to pay interest on undue payments.

08) It is submitted that interest and D.P.C. should not be imposed. This Forum is of the opinion that as the complainant failed to make

payment as per the bill, on protest, and as the complainant enjoyed the amount for the period, she is liable to pay interest on due amount however complainant is not liable to pay D.P.C. The bill in question is liable to be set aside. The respondents should in its place issue revised bill, by deducting D.P.C. The grievance as such is hereby allowed. The Forum therefore proceeds to pass order as follows.

#### ORDER

- A) The grievance of the complainant is hereby partly allowed as follows:-
- B) The disputed bill is hereby set aside.
- C) The respondents shall in place of disputed bill issue revised bill, by giving slab benefit. The respondents shall not impose D.P.C.
- D) The revised bill shall be issued within a week from the date of this order. The complainant shall make payment as per revised bill within a week from the date of receipt of the revised bill failing which the complainant is liable to pay D.P.C.

*Sd/-*  
*(V.S.Kabra)*  
*Member*

*Sd/-*  
*(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.23361720

No. CGRF/AZ/Aur/U/419/2013/03

Date :-

To,

01) Mrs. Shobhana D.Lalwani,  
Shop No. 23/24, Sidharth Arcade,  
Station Road,  
Aurangabad  
( Consumer No 490011654964 ).

V/s

02) The Executive Engineer (Admn.)  
Nodal Office, O/O The Superintending Engineer,  
O&M Urban Circle, MSEDCL,  
Aurangabad.

03) The Dy. General Manager(Planning)  
GTL Ltd., T-9 Software Technology Park,  
MIDC Chikalthana, Opp: ESI Hospital,  
Aurangabad.

Sub:- Grievance in Case No. CGRF/AZ/Aur/U/ 419 /2012/03

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](mailto:cgrfnz@gmail.in) )