

ग्राहक गा-हाणे निवारण मंच
महाराष्ट्र राज्य विद्युत वितरण कंपनी मर्यादित
औरंगाबाद परिमंडळ.

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

No,CGRF/AZ/U/70/2007/39

Date :- 23.11.2007

To,

The Executive Engineer (Administration)

O/O Superintending Engineer (O & M)

O&M Urban Circle, M.S.E.D.C.L.,

Aurangabad.

Sub:- Forwarding of grievance in respect of Shri D.S.Vatkar
R/o 52, Shreynagar, Osmanpura,Aurangabad.

Dear Sir

Please find enclosed herewith a copy of the grievance application received by the forum from Shri D.S.Vatkar , r/o of 52, Shreynagar ,Osmanpura ,Aurangabad .

The consumer has received notice for disconnection and therefore requested the Forum to grant interim order for not to disconnect his supply.

The hearing for interim order is fixed 27.11.07 at 11.00 hrs .

You are also requested to be present along with the concerned in charge at the time of hearing.

EnclA/A.

CC to : Shri D.S.Vatkar

52, Shreynagar ,Osmanpura

Aurangabad.

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD

(Case No. CGRF/AZ/AUR/U/70/2007/39).

Shri D.S.Vatkar -- **Consumer Complainant.**
(Con.No. 490010194234)

V/s

**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION
COMPANY LTD. URBAN CIRCLE**
The Distribution Licensee.

Date:- 27.11.2007

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

INTERIM ORDER

The consumer has filed an application in the Forum along with all the relevant bills issued by Distribution Licensee . The consumer has paid all the bills till August 2006. The Distribution Licensee issued him bill on average basis. The complaint filed by the by the consumer in this respect with the Distribution Licensee was unheard. The consumer received notice for disconnection of supply on 12.11.07 for payment of bill of Rs. 13420=14 Aggrieved by this , consumer requested the Forum to direct the D.L. not to disconnect his electricity supply by way of interim order.

On hearing both the parties, prima-facie, Forum observed that the bill issued by the D.L. are on the average basis. The revised bill issued by D.L. is without any details of revision . Also no reply regarding additional meter cost collected by the D.L. through bills is submitted by the D.L.

Therefore as per provision No.6.5 of the Regulation , hereby direct the D.L. not to disconnect the electricity supply of the consumer.

This Interim order shall be subject to final decision on the grievance of the consumer, that may be passed.

(V.G. Joshi)
Member/Secretary

(H.A.Kapadia)
Member

(V.A.Hambire)
President

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

Case No. CGRF/AZ/AUR/U/ 70/ 2007/ 49

Date of Filing: 23.11.2007

Date of Decision: 18.12.2007

Shri D.S.Vatkar

Plot No. 52 , Shreynagar, Osmanpura

Aurangabad. Consumer Complainant.

V/s

**Maharashtra State Electricity Distribution Co.Ltd.
Urban Circle, Aurangabad.**

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

1. The consumer has filed his grievance in Annexure
“ A “ before this Forum on **23.11.07** under regulation No.
6.10 of the Regulations referred to above. A copy of the
grievance was forwarded on 23.11.07 to the Nodal officer
and Executive Engineer (Adm) in the office of the
Superintending Engineer, Urban Circle , Aurangaabd with a
request to furnish his response on the grievance within a
period of fifteen days and hearing in the matter was fixed on
27.11..07
2. The grievance of the consumer, in brief, as per consumer, is
as stated below..

The consumer is having residential connection for his
residence situated at plot No.52, Shreynagar, Osmanpura
Aurangabad. He is regular payer of electricity bills issued by
the Distribution Licensee (hereinafter called as D.L.).

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The complainant's old meter was replaced by new meter and the monthly bills thereafter were given to him on average basis .Since the consumption recorded by this new meter was showing excess units , he therefore filed complaint with the Kranti Chowk sub division of the D.L. Since no cognizance of his complaint was taken by the D.L. he once again wrote a letter on 27.10.2006 against excess bills received by him and requested to issue revised and correct bills. But even after his continuous follow up with the D.L. ,his bills were not revised, he therefore filed this complaint in the Forum and requested the Forum to direct the D.L. to issue the correct bills , to reimburse the extra meter cost charged to him and to pay compensation of Rs. 1000/ towards mental agony and harassment.

The consumer has also submitted an application requesting the forum to pass an Interim order directing the D.L. for not to disconnect the electricity supply till disposal of his grievance. The consumer filed a copy of the disconnection notice dt. 12.11.07 issued by the D.L.

On this application of the consumer for passing interim order, hearing was fixed on 27.11.07.

On 27.11.07 consumer representative Shri R.P.Deshmukh was present. Nodal officer Shri S.G.Pawar was present on behalf of D.L. The Nodal officer filed his response on the grievance of the consumer and submitted ,CPL,meter replacement report , meter testing report etc. , a copy of same was given to the representative of the consumer.

After hearing both the parties, The Forum , on prima facie found that D.L. has not provided the bill details even though the consumer was showing his willingness to pay the bill. In the interest of justice, the Forum therefore passed the Interim order directing the D.L. not to disconnect the electricity supply of the consumer till disposal of the case. The next hearing in the matter as per request of both the parties was kept on 11.12.2007.

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On 11.12.2007, the Nodal officer Shri S.G.Pawar was present on behalf of the D.L. Neither the consumer nor his authorized representative was present. The Nodal officer filed the bill revision details and also copy of revised bill . The Forum on going through the revision sheet and revised bill submitted by the Nodal officer found that all the bills issued to the consumer on average basis were adjusted after the actual meter reading was made available. The interest and penalties were also waived-off and also the excess meter cost recovered was given credit in the revised bill issued to the consumer.

On going through the revised bill submitted by the Nodal Officer , the Forum noticed that all the grievance mentioned in the complaint of the consumer are redressed by the D.L. and therefore passed the following order.

ORDER

1. The D.L. shall serve the revised bill to the consumer and the consumer shall pay the same within 15 days from the receipt of same.

The D.L.& the consumer shall comply with the above order and report compliance to the Forum.

Inform the parties and close the case.

(H.A.Kapadia)
Member

(V.G.Joshi)
Member Secretary

(V.A.Hambire)
Chairman

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ग्राहक गा-हाणे निवारण मंच
महाराष्ट्र राज्य विद्युत वितरण कंपनी मर्यादित
औरंगाबाद परिमंडळ.

जुने पावर हाऊस, पोलीस आयुक्तालयासमोर, डॉ.बाबासाहेब आंबेडकर रोड, औरंगाबाद.- ४३१ ००१

Case No. CGRF/AZ/AUR/U /70/ 2007/ 39

Date:-

To,

1. The Executive Engineer (Adm.)
O/O Superintending Engineer,
O&M Urban Circle,MSEDCL,
Aurangabad.
2. D.S.Vatkar,
52, Shreynagar, Osmanpura,
Aurangabad.

Sub: Grievance incase No. CGRF/AZ/AUR/U/70 /2007/39

**Please find enclosed herewith a copy of 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.

Yours Faithfully,

Encl: A/A

Contact Details of Electricity Ombudsman:
The Electricity Ombudsman
Maharashtra Electricity Regulatory Commission
606-608, Keshava Building
Bandra-Kurla Complex, Mumbai 400 051
Tel.No. 022-26590339

