

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

जुने पावर हाऊस परिसर.डॉ.बाबासाहेब आंबेडकर रोड, मिल कॉर्नर, औरंगाबाद. - ४३१ ००१, दुरध्वनी व फॅक्स -०२४० - २३३६१७२.

क्रमांक :- सीजीआरएफ/अेझेड/पीबिएन/७१/२००७/४०/

दिनांक :-

प्रति,

कार्यकारी अभियंता (प्रशासन),
अधिकक्षक अभियंता यांचे कार्यालय,
म.रा.वि.वि.कं.म., (सं व सु) मंडळ,
जिंतुर रोड, परभणी.

विषय :- श्री अनिल नारायणराव कूलकर्णी, रामकृष्ण नगर, परभणी. (ग्रा.क्र.५३००१०३७५९०७)
यांचे गा-हाणे पाठविणे बाबत.

संदर्भ :- सीजीआरएफ/अेझेड/२००७/३४/००२५१ दिनांक ०७/११/२००७ याची प्रत.
महोदय,

श्री अनिल नारायणराव कूलकर्णी रामकृष्ण नगर परभणी. (ग्रा.क्र.५३००१०३७५९०७)
यांनी या मंचात गा-हाणे दिनांक २९/११/२००७ रोजी टपाला द्वारे दाखल केले आहे. त्याची प्रत
या पत्रासोबत जोडली आहे. सदरील वीज ग्राहकांच्या गा-हाण्याबाबत आपले म्हणणे लिखित स्वरूपात
या पत्राच्या तारखेपासून १५ दिवसांच्या आत दाखल करावे.

या गा-हाण्याची सुनावणी दिनांक १८/१२/२००७ रोजी सकाळी ११ - ३० वाजता
ठेवण्यात आली आहे. तरी आपण योग्य त्या कागद पत्रासह व संबंधीत अधिका-यासह या
कार्यालयात उपस्थित रहावे.

सोबत :- वरीलप्रमाणे.

प्रत रवाना,

श्री अनिल नारायणराव कूलकर्णी —————> आपण प्रतिनीधी नेमला नसल्यामुळे स्वतः या कार्यालयात
" श्रीगुरुकृपा " अंकुर बालवाडी समोर, वरिल सुनावणीच्या दिवशी हजर रहावे.
रामकृष्णनगर, वसमत रोड, परभणी.

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

Case No. CGRF/AZ/PBN/71/ 2007/ 40

Date of Filing: 13.11.2007

Date of Decision: 21.01.2008

**Shri Anil Narayan Kulkarni
Ramkrishnanagar, Wasmal Road
Parbhani**

V/s

Maharashtra State Electricity Distribution Co.Ltd.

Parbhani Circle, Aurangabad.

Coram:

Shri V.A.HAMBIRE	Chairman
Shri H.A.KAPADIA	Member
Shri V.G.JOSHI	Member Secretary

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 29.11.2007 under regulation No. 6.10 of the Regulations referred to above. A copy of the grievance was forwarded on 01.12.07 to the Nodal officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Parbhani Circle, Parbhani with a request to furnish his response on the grievance within a period of fifteen days and hearing in the matter was fixed on 18.12.2007**

“2”

2. The grievance of the consumer, in brief, as per consumer, is as stated below..

The consumer is having residential connection at above said address. On 3rd August 2006, his meter was replaced by new meter and since then he is in receipt of the monthly bills on average basis showing meter status as either Locked or MET-CH. In the month of June 2007 he received bill for 1976 units and that for the month of May & June for 988 units. The consumer therefore filed his grievance to the concerned office of the Distribution Licensee (hereinafter referred to as D.L.) . But since his complaint was not redressed, he filed this grievance in the Forum and requested the Forum to direct the D.L. to issue correct bill considering the tariff rates as per slab.

On 18.12.2007, Nodal officer Shri N.N.Katkuri was present Nodal officer filed his response on the complaint along with revised bill. The consumer complainant Shri Anil Kulkarni requested the Forum on telephone for postponment of hearing on medical ground. The request of the consumer was accepted and the Nodal officer was directed to handover the copy of his reply to the consumer at Parbhani. .The next hearing was fixed on 26.12.07.

On 26.12.07 consumer Shri Anil Kulkarni was present .Nodal officer Shri N.N.Katkuri was present on behalf of D.L. The Nodal officer filed copy of the acknowledgement of letter handed over to the consumer. On demand of the Forum , the Nodal officer explained the revised bill calculations to the consumer. Consumer asked time to file his reply on the revised bill prepared by the D.L. The next hearing was kept on 1.1.08

On 01.01.2008, both the parties were absent . The fax from the consumer Shri Anil Kulkarni was received after the hearing was postponed. It was decided to keep the matter for decision by giving one more chance to both parties. The next hearing was kept on 8.1.08.

On 08.01.2008, the consumer Shri Anil Kulkarni was not present. The authorized representative of the Nodal officer Shri A. B. Swami was present. He filed copy of the revised bill showing credit bill of Rs. 4767/. The matter was kept for decision.

On going through the documents filed by the both the parties, we observed that the consumer is having residential connection. His old meter bearing Sr.No. 10722292 was replaced in the month of August 2006 by the D.L. On going through the CPL filed by the Nodal Officer, we observed that all the bills after July 2006 to March 2007 were issued showing meter status as “ MET CHG” and average bill of 153 units were issued to the consumer. In the month of March 2007 , the bill was issued showing previous and current reading as 9682 & 9903 and the said bill is for 221 units. The consumer has paid all the above period bills issued by the D.L. It was surprised to note that even after the meter bearing Sr.No. 10722292 was replaced in the month of August 2006, the bill for the month of April 2007 was issued showing fictitious previous and current readings as 9682 & 9903.

In the month of June 2007, a bill showing consumption as 1976 units was issued to the consumer , showing for the first time new meter number as 05301875. All further bills were issued as per meter reading for which the consumer has not raised any objection.

The Nodal officer in his reply filed along with revised bill showing credit bill of Rs. 4767/ admitted mistake on his part. The consumer also did not raised any objection on the revised bill issued to him by the D.L.

The Forum has also verified the said revised bill and the same was found in order. The necessary slab wise credit was also shown in the revised bill . However in spite of the redressal of the grievance by the D.L. after consumer filing application in the Forum, we feel that the consumer needs to be compensated for the harassment on account of gross negligence on the part of the D.L.

Hence the following order.

ORDER

1. **The Distribution Licensee shall pay interest on the excess amount collected from the consumer as per present approved rates of Reserve Bank of India till the credit amount is adjusted in next bill/ bills.**
2. **The D.L. shall pay Rs. Five hundred towards compensation for harassment and mental torture to the consumer within 30 days from the date of receipt of this order.**

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

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

जुने पावर हाऊस, पोलीस आयुक्तालयासमोर, डॉ.बाबासाहेब आंबेडकर रोड, औरंगाबाद.- ४३१ ००१,फोन.२३३६१७२

Case No. CGRF/AZ/PBN/71/ 2007/ 40/

Date:-

To,

1. The Executive Engineer (Adm.)
O/O Superintending Engineer
O & M , Urban Circle, M.S.E.D.C.L.
Aurangabad.

2. Shri Anil Narayan Kulkarni
Ramkrisyhnagar, Wasmat Road,
Parbhani.

Sub: Grievance incase No. CGRF/AZ/PBN//71 /2007/40
regarding electricity duty.

Please find enclosed herewith 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.

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

