

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM ,  
AURANGABAD ZONE, AURANGABAD

Case No. CGRF/AZ/AUR/R /328/ 2011/08

Date of Filing: 11.03.2011

Date of Decision: 09.05.2011

Shri Bhaurao Jaiwantrao Madke,  
Taherpura, Post Dhupkheda,  
Dist. Aurangabad.  
(Consumer No. 493190000067 )

Consumer Complainant.

V/s

Maharashtra State Electricity Distribution Co. Ltd.  
Rural Circle, Aurangabad.

Coram:	Shri V.B.Mantri	President
	Shri V.S.Kabra	Member
	Shri P.A.Sagane	Member secretary

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

The consumer has filed his grievance in Annexure "A"  
before this Forum on 11.03.2011 under Regulation No. 6.10 of the  
Regulations referred to above. A copy of the grievance was forwarded on  
14.03.2011 to the Nodal Officer and Executive Engineer (Adm) in the  
office of the Superintending Engineer, Rural Circle, Aurangabad with a  
request to furnish his response on the grievance within a period of fifteen  
days and hearing in the matter was fixed on 29.03.2011

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The consumer has submitted this grievance petition, making grievance that the respondent D.L. has issued commercial bill instead of Residential bill for the period of June 2009 to February 2010. Nobody from the D.L. has taken any cognizance of his applications made by him time to time. The consumer therefore pray for revised bill.

The case of the consumer in brief is that, he is the consumer of respondent D.L. w.e.f. 10.11.1965 bearing consumer No. 49319000067. He had leased his house to B.S.N.L. company for the period 01.10.1999 to 08.06.2009. The respondent has issued commercial bill during this period. The consumer has no grievance for such tariff.

1. It is the case of the consumer that, the B.S.N.L. had vacated the premises on 08.06.2009. He intimated this fact to the respondent D.L. The premises was being used as residential premises since 08.06.2009. The respondent D.L. has however continued to issue bill as commercial bill. The bills issued for the period from June 2009 to February 2010 were issued on average basis holding that reading were not available (RNA) due to locked. The respondent D.L. has recovered Rs.850/- treating that the meter was out of order. He made number of complaints but it was of no use. He has therefore filed the present complaint petition.

2. The respondent D.L. has appeared in response to the notice and submitted reply. The respondent D.L. has admitted that the sum of Rs.4138/- is in credit of the consumer.

3. The respondent did not state whether the premises was used for residential purpose or for commercial purpose, as is stated by the consumer. As the respondent D.L. did not dispute the fact pleaded by the consumer that, the premises was in use for residential purpose but commercial tariff was applied for the period June 2009 to February 2010 it can be accepted that, the respondent D.L. has applied wrong tariff for such period. The respondent D.L. further more did not deny the fact that, the D.L. did not take cognizance of number of letters & complaints given by him to the D.L.

The consumer has produced the copies of such applications. The D.L. on the contrary admitted in its reply that the sum of Rs.4138/- is in credit of the consumer. This admission of the D.L. made in its reply is sufficient to allow the grievance petition. The D.L. has proposed to issue revised bill. The revised bill proposal is acceptable to the consumer. The grievance petition is therefore required to be allowed. Hence this Forum pass the following order.

**ORDER**

01. The grievance petition is hereby allowed.
02. The respondent D.L. to give credit of Rs.4138/- to the consumer as proposed by the D.L.
03. The revised bill be issued accordingly.

(V.S.Kabra)  
Member

(P.A.Sagane)  
Member/Secretary

(V.B.Mantri)  
Chairperson

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